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ABSTRACT

During the summer of 1982, the Association of Research Libraries (ARL) surveyed its members regarding their interlibrary loan (ILL) traffic and procedures. A response rate of 97% (110 out of 113 libraries surveyed) was obtained. The survey concentrated on loan charges and changes since a similar 1976-77 survey. It was found that 33% of respondents charge for interlibrary loans, that 80% are willing to delete ILL charges for other ARL libraries, that 52% receive subsidies for ILL activities, that access to online systems has revolutionized portions of the ILL process, and that network and consortia interlibrary agreements have increased to an average of 3.9 per library. Following the survey report, sample questionnaires from 1982 and 1976 are provided, as well as a summary of cost recovery and cost factors, and a partial list of special interlibrary loan agreements. Then a series of sample ILL documents from ARL libraries are presented, including 11 policy and procedure statements, 4 examples of user materials, and 7 documents on cooperative agreements and network services. A concise summary of issues and trends related to interlibrary lending, a seven-item bibliography, and an evaluation sheet for this ARL Systems and Procedures Exchange Center (SPEC) kit are also provided. (ESR)

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Interlibrary Loan in ARL Libraries

Kit 92

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INTERLIBRARY LOAN IN ARL LIBRARIES

Although technological development and cooperative arrangements are making interlibrary loan a more efficient operation, a number of questions remain about expanding request loads, as well as ILL financing and administration. Electronic communications and record keeping have eased ILL clerical burdens, and online bibliographic searching helps users discover and obtain items unlikely to be located in other ways. Conceding the impossibility of owning all the materials their users are likely to need, research libraries are entering into resource sharing agreements. The proliferation of ILL activities, however, raises new questions concerning fees for services, cost recovery, and staffing.

The high response to a 1982 SPEC survey on interlibrary loan testifies to research libraries' interest in ILL-related issues. In the fall of 1981, the Association of Research Libraries Board of Directors charged the ARL Committee on Interlibrary Loan to assess members' interlibrary loan traffic and procedures, with particular attention to charges for loans and changes taking place since a similar survey conducted in 1976-77. During the summer of 1982, SPEC surveyed the ARL membership and 110 of the 113 libraries, or 97%, responded.

INTERNAL POLICIES AND PROCEDURES. Interlibrary loan, traditionally a manual, labor-intensive and time-consuming operation, has begun to change. Access to online data bases, record keeping, and request transmission has revolutionized portions of the ILL process, allowing libraries to handle an increasing number of transactions with relative speed and efficiency. Some ILL operations have increased budgets and staff, and a number of libraries are refining their ILL procedures. One effect has been more diversity in priorities for directing and filling requests. Neighboring libraries are negotiating direct borrowing agreements in lieu of interlibrary loans, to reduce the ILL work load and as a convenience to users. (See also Kit/Flyer #82, Document Delivery Systems, March, 1982.)

Most libraries keep careful count of their interlibrary loan transactions, arranged by types of libraries and services and subgroups of users. However, with the variety of agreements now in force, such statistics are becoming more complicated. Additionally, the time gained from sending requests online may be at least in part devoted to bookkeeping because of the variety of charges for loans and photocopies.

NETWORK AND CONSORTIA AGREEMENTS. Interlibrary agreements to expedite loans are by no means new, but they have increased in recent years. Respondents to the interlibrary loan survey recorded a total of 429 such agreements, or an average 3.9 per ARL library. These agreements include both single and multiple library arrangements, local area consortia, state-supported efforts, and codes that are part of network and utility membership. They extend to all types of libraries and involve research library service to public, special, and other libraries. In the case of statewide agreements and some others, however, there have been efforts to restrict the demands on research library collections. Cooperative collection development and resource sharing are gaining more attention as part of interlibrary agreements. Many such arrangements are just now appearing, and for some, a base has been provided by ILL agreements of long standing.

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Local and network ILL agreements usually include special codes to facilitate borrowing and lending, communications arrangements to transmit requests by telephone, telex or electronic mail, and courier or other delivery services. Major inducements to such cooperation are the special fee schedules or reciprocity in providing free services that often are attached to the agreements.

FEES AND SUBSIDIES. A continuing problem in directing interlibrary loan requests is the maze of fee schedules associated with borrowing, lending and copying materials for research use. (See also Kit/Flyer #74, Fees for Services, May, 1982.) Many libraries have several different schedules for clients: for institutional and outside users of the ILL service, for borrowing libraries in-state, in the region, and outside, and for members of networks or the ARL. When searching for materials, librarians may find the same item available from several libraries and vendors with varying prices and delivery times. The fact that 42 libraries (or 39%) responding to a question on priorities chose speed of delivery as the major factor influencing their choice of supplier, while 39 libraries (or 37%) preferred to base the decision on charges shows how divided librarians are on priorities. Fully 21%, or 23 libraries, declined to choose between the two alternatives.

Compared to the 1976 ARL Interlibrary Loan Survey results, more than twice as many member libraries now charge for interlibrary loans: 36 as opposed to 15. However, only half of those (18) charge other ARL libraries. Similarly, 14 charge only other libraries that impose charges. One-fourth of the respondents expect to raise or institute charges within the next two years, but over half (57%) do not expect to do so. This contrasts with the greater uncertainty that existed in 1976 when 58% of the respondents were unsure whether they would impose charges. In 1976, 21% indicated that they would charge in future.

In 1976, two-thirds of the responding ARL libraries received some subsidy assistance. The number of subsidies has changed since that time, but not in the direction that hard-pressed ILL budgets require. In 1982, only 52% of the libraries reported subsidized ILL activities. Of these, three-fourths received the subsidy from state government; additional subsidy sources have decreased during the six-year period. Currently networks that rely on the funding authorized under the Library Services and Construction Act face the possibility of further reductions or the elimination of funding.

TRENDS AND ISSUES. Although online bibliographic data bases ease the tasks of locating and requesting materials, expediting delivery remains difficult. New technology such as higher-speed telefacsimile transmission equipment has provided a partial answer for some libraries. Experiments with full-text storage of journals offer promise for the future, especially for materials in particular fields or for high-demand items. Yet as ILL increasingly relies on sophisticated computer and telecommunications technology, other concerns will require attention. Few librarians are expert in these areas, and training in the skills needed to realize the full potential of automation is an urgent need.

As viewed by survey respondents, the interlibrary loan future is a struggle to promote increased resource sharing in a climate that enforces concern with recovering expenses. With few prospects for increased subsidy assistance, research libraries have had to rely more on their own resources to fund interlibrary transactions. A variety of interlibrary agreements means more diversity in practices and procedures and potentially less likelihood of national coordination. A number of ILL managers express a need for better information on work flow, staffing patterns, turnaround time and unit costs, to help in understanding the problems and improving ILL efficiency.

SPEC Kit #92 on interlibrary Loan contains the full report on the 1982 ARL Interlibrary Loan Survey, 11 policy and procedure documents, 4 examples of user materials, and 7 documents on cooperative agreements and network services, plus a short bibliography. SPEC Kits are available mainly by subscription. Individual kits may be purchased -- prepaid only -- for $15.00, with checks made payable to "ARL Office of Management Studies." Ordering address is: SPEC Center, ARL/OMS, 1527 New Hampshire Ave., N.W., Washington, D.C. 20036. (Library member of ARL receive SPEC kits for $7.50.)

USES OF SPEC KITS

The Systems and Procedures Exchange Center (SPEC) is a clearinghouse operated by the Association of Research Libraries, Office of Management Studies that provides a central source of timely information and materials on the management and operations of large academic and research libraries. It facilitates the exchange of knowledge and documents through SPEC Kits, which are distributed ten times each year to ARL members and other interested libraries. The Kits include topically-arranged groupings of unedited primary source documents – selected for their value to administrators and decision-makers – that illustrate a wide range of alternative approaches to specfic issues.

Kit documents come from general membership surveys and from selected libraries contacted directly by SPEC, and most Kits are produced within six months of surveys. The documents' value comes from their variety of ideas, methods, and solutions. They are not viewed as finished products, but rather as points of departure for a library's planning efforts and as stimulants to innovative approaches to problem-solving. As such, Kits do not present answers or prescriptions for any one library; instead they illustrate how selected ARL members are planning for or dealing with particular issues. The worth of any one Kit to a particular library will depend upon the specific topic covered and the library's stage of development in that area.

Materials are selected according to the following criteria:

- Presents an approach of potential value to administrators and decision-makers
- Timely, and dealing directly with the topic under consideration
- Probability of application of ideas or thinking to other library situations
- Illustrative of actual practice, rather than theoretical
- Understandable, readable communication

All together, the materials should provide a range of alternative approaches that complement each other, provide variety, and stimulate comparison and contrast.

Libraries can take advantage of the Kit compilations in a number of ways. Administrators can evaluate the assumptions, methods, and results of other libraries' approaches; compare and contrast them; and use the learnings in their own situations. Library staff members can use the kits as professional development and current awareness tools. Committees and task forces can use them to begin a review of current practices. And the Kits can identify other persons or places to contact for further information. Back-up files in the SPEC office also are available for loan to member libraries. In addition, SPEC will conduct on-demand surveys or analyses geared specifically for a single library.

EVALUATION

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Interlibrary Loan in ARL Libraries

Kit # 92 March, 1983

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INTERLIBRARY LOAN SURVEY
Report and Data Analysis

Report to the Association of Research Libraries
Interlibrary Loan Committee

By the Systems and Procedures Exchange Center
Office of Management Studies
September, 1982

ARL Interlibrary Loan Committee

September 1982

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INTRODUCTION

The Interlibrary Loan Survey was conducted during July and August, 1982 by the Office of Management Studies for the ARL Interlibrary Loan Committee. According to the ARL Board's charge to the Interlibrary Loan Committee, the purposes of the survey were to:

1. Assess the current situation regarding interlibrary loan charges among ARL members, i.e., essentially to update the 1976-77 survey on ILL charges.

2. Investigate what special agreements among consortia and other networks exist in which ARL libraries participate with regard to charging or not charging.

3. See what data are available about patterns of borrowing among ARL libraries.

The Board added the folowing clarificacion: "We are not proposing that the Committee develop a broad survey questionnaire, but really just see what they can do in the way of fact-finding with a minimal amount of effort."

In June, 1982, a questionnaire that partially replicates the 1976-77 survey questionnaire was sent to all 113 members of the Association, and 110, or 97%, responded. This report is keyed to the 1982 survey questionnaire.+ It contains raw data, tallies of data by constructed categories, statistical analysis, and comparisons of the 1982 results with the 1976-77 responses. Additional comments are provided where observations based on the survey results might prove useful to the Committee. For the purposes of this report, several additional responses received from branch libraries and other specialized interlibrary loan units are not included.

+ Copies of the two survey questionnaires, including the initial tallies of data, are included in this report as Appendix I.

SUMMARY OF MAJOR FINDINGS

1. Of 113 ARL member libraries included in the survey, 110, or 97% returned questionnaires.

2. Thirty-six respondents, or 33%, charge for interlibrary loans; 18 report charging other ARL member libraries. Of the 36, 14 charge only other libraries that charge for loans. Nearly all responding libraries (105, or 95%) charge for phtocopies, and 70 libraries (64%) indicate that they provide fee-based service for copying from microforms. Two-thirds of the respondents expect to partially recover costs through fees for photocopies and microforms; 83% expect partial cost recovery for loans.

3. One-fourth of the respondents expect to institute charges or raise current charges within the next two years. Over half (57%) do not expect to raise charges. Nineteen libraries (17%) say it is possible that they will raise charges.

4. Four-fifths of the libraries (80%) are willing to suspend or not institute ILL charges for other ARL libraries. Half the libraries (54%) have previously suspended charges as part of reciprocal agreements.

5 Libraries report a total of 429 special interlibrary loan agreements, an average of 3.9 per library.

6. Just over half the libraries (52%) report that their ILL activities are subsidized. Over three-fourths of the subsidies (77%) are state subsidies.

7. Libraries most frequently chose the "in-state" category as their top priority for directing interlibrary loan requests. Overall, however, libraries rank the "in-region" category highest as a priority source.

8. Forty-two libraries (39%) chose "speed of delivery" as the major consideration in securing ILL materials. A nearly equal number, 39 (37%) chose "charges." The remaining libraries indicated that both are top priorities (11, or 10%) or that they have other priorities (12, or 11%).

INTERLIBRARY LOAN SURVEY REPORT
Number of responses: 110
Not all libraries answered all questions

==========

Question 1
For which interlibrary loan activities do ARL libraries impose fees?

Most libraries indicated which activities are fee-based, although many did not specify whether they expect to recover some or all costs, and others did not identify the cost factors used to determine fee structures. Most respondents did take the question in the sense intended: it was meant to apply to lending operations and to regular schedules of fees. Many libraries suspend charges, such as those for copies, by special agreement, but details on such arrangements were not requested here.

Table I: Reported Fee-Based Activities and Cost Recovery

Activity	No. of Libraries Charging	%*	Cost Recovery+		
			Partial	Full	Reciprocal
Filled requests	36	33	15	3	14
Supplying photo-copies	105	95	44	23	0
Supplying micro-forms	70	64	23	12	0
Searching requests	7	7	2	0	0
Postage	29	26	7	7	3
Other	9	9	0	0	0

*Based on 110 respondents

+See Appendix I for detailed responses. Not all libraries provided this information. Some merely indicated "Full" or "Partial."

Who Charges and How Much? One-third of the responding libraries impose charges for filling interlibrary loan requests, and several noted that their fees are intended to serve as a deterrent to an increased request load. Of the 36 institutions that charge, 14 charge only libraries that have instituted fees for ILL (see "reciprocal" column in Table 1 above), and several reported charging only certain user groups such as profit-making corporations. The 1976 survey indicated that a number of libraries expected to charge for interlibrary loans only in cases where charges had been levied on them first. The 1982 responses show that at least some institutions have put this policy into effect.

Two important questions this survey addresses are "what are some of the changes that have occurred during the last six years," and "which ARL libraries charge, and how much?" Unmistakably, more libraries are charging for more services than in 1976 (see Table 2 below). It is also true that there are more special arrangements and agreements among libraries that apply to fee structures. Among the 36 libraries that charge for filled requests, only half seem to apply their fees to ARL members. Eighteen libraries report borrowing fees that they charge other ARL libraries, an increase of 10 libraries over the 1976 total.* The 1982 fees charged by the 18 to ARL libraries range from $4 to $10 per title; the fee most often charged is $10 (five libraries report this amount).

There are numerous exceptions to the regular fee schedules. Two libraries, Rice University and the University of Washington, do not impose loan charges on any ARL member (except that Washington does impose the fee when the other library charges.) The Center for Research Libraries, of course, has a membership fee and charges nonmembers for loans. Some libraries reported charging different (reduced) fees for in-state or in-region libraries, and for prepayment of the fee. Several have instituted coupon systems with varying regulations and reciprocity options.

*The libraries are: British Columbia, California (Berkeley), Columbia, Cornell, Dartmouth, Guelph, Harvard, Johns Hopkins, Louisiana State, Michigan, Michigan State, Pennsylvania, Princeton, Purdue, Rutgers, Toronto, Wayne State, and Yale. This list was constructed from survey responses plus accompanying documentation including fee schedules.

Table 2: Comparison of Fee-Based Activities: 1976 and 1982*

Activity	1976 No. of libraries	1976 %	1982 No. of libraries	1982 %
Filled requests	15	15	36	33
Supplying photocopies	69	71	105	95
Supplying microforms	53	55	70	64
Searching requests	3	3	7	7
Postage+	N/A	N/A	29	26
Other	7	7	9	9

*1976 data based on similar questions, with 97 of 105 member libraries responding, or 92%. Percentages are based on total responses.

+Postage not included as a category in the 1976 survey.

Nearly every library reports a charge for supplying photocopies, and almost two-thirds charge for microform copies. (Some of those that do not report a microform copy charge prefer to loan microforms instead.) Only seven libraries report charging a fee for searching requests. Three of the seven also charge for filled requests. Some of the other libraries noted that they consider the search fee to be included in other charges. Several indicated that they use this charge as a deterrent to incomplete or problem requests.

Charges for postage traditionally have been defrayed by the lending library on lending and the borrowing library on returning materials. Libraries usually expect reimbursement for exceptional postage charges--such as first class rates rather than library rate for rushed materials. This tradition seems to be an enduring one, judging by the responses: 29 libraries charge for postage, although 7 of those respondents charge only part of the cost, and 3 charge only if charged by other libraries. Sixteen libraries indicated that they charge for postage if anything other than library rate is requested. Twelve respondents noted that they add on postage for photocopy requests. Some libraries add charges for postage in other special circumstances; for example, for out-of-state libraries or for non-academic libraries. Others recover postage charges by including postage costs in handling or other kind of fees, and many included it among "factors used to set rates."(See below, Table 4).

Cost Recovery Most libraries recover some costs for their copying activities, but relatively few libraries contributed the cost data requested. (See Tables 3 and 4 below.) Among respondents who indicated photocopy charges, for example, 67 specified whether they expected to recover full or partial costs of providing the service, and a minority provided comments on how they set their rates. Additional documentation on these questions is available in Appendix 2.

Only three libraries indicate that they expect to recover all costs on filled interlibrary loan requests. Two-thirds of the libraries expect to recover partial costs only for photocopying, primarily the costs of the supplies and postage (See Table 3b). This represents a difference over the proportion who expected full as opposed to partial cost recovery in 1976: at that time, slightly over half the respondents (51%) expected full cost recovery (See Table 3a). However, some of the 1982 responses seem to represent different definitions of full and partial cost recovery. The low response rate coupled with the definition problem indicates that these answers are less satisfactory for analysis than answers to other questions.

Table 3: Comparison of Cost Recovery Expectations

3a: 1976

Activity	Cost Recovery Full	%	Part	%	Total
Filled requests	4	36	7	64	11
Supplying photocopies	34	51	33	49	67
Supplying microforms	26	59	18	41	44
Searching requests	2	66	1	33	3
Postage*	N/A	N/A	N/A	N/A	N/A
Other	4	66	2	33	6

*Not included in 1976 survey.

3b: 1982

Activity	Cost Recovery Full	%	Part	%	Total
Filled requests	3	17	15	83	18
Supplying photocopies	23	34	44	66	67
Supplying microforms	12	34	23	66	35
Searching requests	0	0	2	100	2
Postage	7	50	7	50	14
Other	0	0	0	0	0

Table 4: Factors Used to Set Rates*

Factor	No. Libraries	Cost Recovery Expectation	
		Full	Partial
Supplies	32	8	21
Postage+	28	11	16
Salaries/wages	19	7	11
Handling fee	13	4	8
Machine costs	9	4	3
Copy supplier's cost#	8	2	5
Minimum/arbitrary fee	7	2	2
Invoicing fee	5	1	3
Other libraries' fees	6	0	5
Tradition	3	0	0
Insurance	1	0	1
Determined by administration	1	0	1
No formula	1	0	1

*Includes only libraries that reported specific factors as part of their answers to question 1. Not all libraries also indicated whether full or partial costs are recovered. All factors mentioned by libraries are included in this table. Some provided more than one set of factors; each factor mentioned has been included but duplicates are omitted from this count. See Appendix II for factor combinations. Categories have been combined for this table.

+Postage category does not include extraordinary charges, e.g. airmail, special delivery. Some libraries include postage in handling fees.

#Libraries specifying this kind of cost recovery send out copying and filming to a commercial operation or have a separate in-house photoduplication operation.

Question 2

Does the library plan to institute additional charges within the next two years?

Table 5: Plans for Additional Charges, 1976 and 1982

Response	1976 No. of libraries	%	1982 No. of libraries	%
Yes	18	21	27	25
No	18	21	62	57
Possibly+	50	58	19	17
Not Applicable*			1	1
Total	86	100	109	100

+Categories from 1976 combined:"Uncertain" (47), "Probably"(2), and "Reciprocate"(1). Question wording differed slightly in 1976; see Appendix I for details.

*This library does not participate in interlibrary loan

Respondents interpreted this question in two different ways. Some respondents understood the question to mean whether they plan to institute new fees. Others thought that raising current fees also was included. Consequently, some respondents noted increasing charges will depend on future cost inflation. These responses have been categorized as "possibly."

Almost three-fifths of all respondents (57%) plan no fee increases, but one-fourth think they will institute or increase loan and/or copy charges. This contrasts with the situation in 1976, at which time there was much more uncertainty about future charges--nearly three-fifths of the membership was unsure about instituting fees. It is interesting that nearly the same percentage of the membership now reports future charges (or increased charges) as in the earlier survey, and that the percentages for the "possibly" (1976) and "no" (1982) categories are similar.

Question 3 (part 1)

Would the library be willing to suspend (or not institute) ILL charges to other ARL libraries, as part of a reciprocal agreement?

Table 6: Reciprocal Fee Suspension for ARL Libraries

Response	No. of libraries	%
Yes	82	80
No	17	17
Unsure	2	2
Not applicable	1	1
Total	101	100%

Four-fifths of the respondents are willing to participate in a reciprocal agreement to suspend fees, although several added comments:

"if the volume warranted it."
"Depending on projection of volume and cost impact."
"only if we recover cost."
"only if some sort of balance between borrowing and lending is foreseen."

Alberta, Pittsburgh, the Library of Congress, the Smithsonian, Queen's, Washington, Chicago, and New York Public Library chose not to answer the question. One library that answered "no" stated its case clearly: "probably not, since we depend on revenues to pay staff costs. We are, however, open to discussion on this issue."

The following libraries answered "no:" British Columbia, Brown, Cornell, John Crerar, Johns Hopkins, Linda Hall, Michigan, National Library of Canada, National Library of Medicine, University of Nebraska--Lincoln, University of Pennsylvania, Princeton, Rutgers, Wayne State, Yale, Harvard, and the Center for Research Libraries. These 17 libraries include 10 of the 18 that now charge lending fees to ARL members. Of the 10, 4 plan increases, and one plans only inflationary increases. A reciprocal fee remission agreement this would change only 8 current fees for ARL members unless reciprocal photocopy agreements also could be negotiated or unless the agreement would change plans for future fees or increases.

The few libraries that commented on this question indicated that their primary consideration in charging fees is to recover some portion of costs and/or to maintain a balance between incoming and outgoing requests. For them, the major question related to a cooperative agreement is how it would affect current revenues and operations. This question was not a part of the 1976 survey, so no comparison with earlier responses is possible.

Question 3 (part 2)

Has the library suspended charges previously, as part of a new reciprocal agreement?

One hundred four libraries responded to this question, and 56, or 54% answered "yes" while 48, or 46% answered "no." Just over half, therefore, have suspended fees for one or more reciprocal agreements. Since 80% are willing to suspend for ARL members, there appears to be more willingness to agree to reciprocal arrangements with them.

Question 4

With which of the following does the library have special interlibrary loan agreements?

Table 6 below is a rank-order listing of the number of special interlibrary loan agreements reported, by type of agreement. Statewide agreements are most common, closely followed by agreements with academic libraries and regional consortiums. A list of agreements mentioned under "other" is in Appendix 4.

A large number of special agreements are in force among respondents, ranging from local to national. Each library reported an average of 3.9 such agreements; the largest number reported was 10 and the smallest, none. The median number of agreements per library is 4, and the mode is 3.

Since the provisions of these agreements and the dates they were negotiated are not known, it is difficult to characterize this response further. Similarly, without more sophisticated computer analysis, it is not possible to know which combinations of agreements are most frequent by type of library, size of collection, geographic location, etc.

Table 6: Number of special interlibrary loan agreements reported

Statewide agreements	66
Academic Libraries	59
Regional consortium	54
Utilities	50
Branch in own system	47
Networks	38
Public Libraries	35
Special Libraries	34
Other	31
School Libraries	15
Total	429

Question 5

Are any of the library's interlibrary lending activities subsidized?

Table 8: Subsidies for ILL: 1976 and 1982

	1976		1982	
Response	No. of libraries	%	No. of libraries	%
Yes	63	66	55	52
No	32	34	50	48
Total	95	100	105	100

In their responses to the 1976 survey, ARL members indicated the need for subsidies at the national, state, and local levels. The number of subsidies for interlibrary loan activities has changed since 1976, but not in the hoped-for direction. Just over half the libraries still receive some assistance for ILL, but assistance has decreased since 1976, when two-thirds of the libraries reported subsidies. Most of the support comes from state subsidies, as shown by Table 9 below; over three-fourths of subsidies now come from the states compared to half in 1976. Additional sources of subsidy income have become fewer. Among those mentioned by 1982 respondents were LSCA (2), intercampus funds (2), NLM regional medical library network (3), special (1), university (3), U.S. Dept. of Agriculture (3), state consortiums (2) and internal (2). In 1976, 16 libraries reported regional medical library subsidies. Due to program changes at the National Library of Medicine, support for this program has been reduced. Some libraries reported receiving subsidies from more than one source.

Table 9: Source of Subsidy for Interlibrary Loan, 1976 and 1982

	1976		1982	
Type of Subsidy	No. of libraries	%	No. of libraries	%
State	39	49	47	77
Other	41*	51	14	23
Total	80	100	61	100

*Combines regional medical library and other subsidies reported.
No more detailed data on other subsidy sources in 1976 was available for this analysis.

Question 6

Number the following ILL priorities according to your most frequent request pattern

---

The responses to question 6 have been aggregated to show the ranking of alternatives (Table 10), a score based on how highly each category was ranked (Table 12), and a listing ofthe highest-ranked categories (Table 11). Not all libraries provided rankings; some did not answer the question at all and still others ranked several alternatives with a single number. The latter are included in this analysis.

Table 10: Number of Libraries Choosing Each Category

Rank	Category	No. of libraries
1.	In-State	87
2.	Out of State	86
3.	In region	84
4.	Center for Research Libraries	74
5.	Utilities	52
6.	Academic libraries	47
7.	Networks	46
8.	Association of Research Libraries	41
9.	Branch	35
10.	Public libraries	29
11.	Special libraries	28
12.	Other	24
13.	Universal Book and Serials Exchange	16
14.	School libraries	8
Total rankings		657

Table 11: Number of Libraries Assigning Ranks 1-3 to Each Category (Highest Priority Rankings)

In region	54
In state	50
Center for Research Libraries	40
Academic libraries	38
Branch	33
Utilities	28
Networks	25
Public libraries	21
Other	16
Special libraries	15
Out of state	12
Association of Research Libraries	10
School libraries	4
Universal Serials and Book Exchange	0

The in-state, out-of-state and in-region categories were chosen by the largest number of libraries. However, a tabulation of the rankings for each source shows in-region, in-state and the Center for Research Libraries receiving the highest number of rankings 1 through 3. Although 41 libraries chose the ARL members category, only 10 ranked ARL as a high priority source.

Which categories received the highest rankings overall? A composite score for each category has been constructed according to rank. A "1" ranking was assigned a score of 10, a "2" ranking, a score of 9, and so on. Multiplying by the number of libraries in each category yielded the score shown in the next to last column of Table 12. Rankings by point totals show that in-region, in-state and CRL are still in first, second and third positions respectively even when all rankings are considered.

Table 12: Libraries' Rankings by Category

Category	Ranks assigned 1	2	3	4	5	6	7	8	9	10	over 10*	Total # of Libs.	Points	Category rank
CRL	9	15	16	8	6	6	11	0	2	0	1	74	523	3
USBE	0	0	0	1	1	2	3	2	2	1	4	16	46	14
Branch	30	2	2	0	0	0	0	1	0	0	0	35	337	9
Academic	19	16	3	5	0	1	0	1	2	0	0	47	405	6
Public	4	8	9	2	3	0	1	0	0	1	1	29	221	10
Special	6	4	5	5	0	6	0	0	0	1	1	28	202	12
School	2	0	2	0	2	0	0	0	0	0	2	8	48	13
In-region	13	17	23	13	11	5	0	1	1	0	0	84	654	1
In-state	16	25	9	21	7	10	0	0	0	0	0	87	581	2
Out of state	0	1	11	19	20	15	10	6	2	2	0	87	495	4
Network	8	6	11	8	5	3	4	0	0	0	1	46	339	8
Utilities	12	5	13	6	8	4	1	2	1	0	0	52	391	7
ARL	2	4	4	8	7	6	3	6	0	0	1	41	219	11
Other	8	3	5	1	1	0	1	3	0	1	1	24	416	5

*Rankings of 11 or higher were unusual. They have been combined into one category.

There is an interesting anomaly in the table: although 30 libraries ranked the category "Branch" as their top priority source, branch libraries rank ninth overall as a source of interlibrary loans. This can only be due to local circumstances; those libraries that have branches likely to be of ILL assistance use them first; those that do not, do not rank them at all.

Question 7

Based on current policy and assuming normal request traffic, what is most apt to determine which libraries you will query first?

The intent of this question was to find out how often charges serve as a deterrent to expediting document delivery. A number of libraries made the choice, but some were reluctant to do so, with the result that no clear majority appears. There is a fairly even split between speed and charges (See Table 13 below). Nearly identical numbers of libraries also preferred different alternatives: 11 responded that both factors are taken into account, and 12 chose to indicate other factors they considered important to the decision. Most respondents indicated that they do not consider this question to be quite as simple as it appears. In a given situation, speed or charges may not be the choice. Other alternatives govern request patterns, and past experience obviously determined libraries' responses

Table 13: Libraries' Priorities for Securing Requested Materials

Factors	No. of libraries	%
Speed of delivery	42	39
Charges	39	37
Both	11	10
Other	12	11
Not Applicable	3	3
Total	107	100

The "other" responses to question 7 were as follows:

patron asked to specify	5
special agreements	7
most likely source	3
proximity	4
how frequently we borrow from another library	1
ability to use OCLC subsystem or twx	3

Most libraries indicated more than one factor. "Proximity,"or "special agreements" may in fact serve as proxies for a "speed of delivery" response since they often determine delivery speed. However, many have no budget for the charges, and some may query charging libraries only if the patron pays the price. The decision is passed on to the patron in this situation. Several libraries added notes to the effect that they always avoid libraries that charge for interlibrary loans.

Unlike the 1976 responses, very few specific comments on the system as a whole were received (see however, Appendix 4). At that time, libraries stressed the need for a national system, perhaps based on the proposals for coupon systems current at that time.

Prepared by Jane A. Rosenberg,
Research Specialist, Office of
Management Studies.
September, 1982.

Association of Research Libraries
1527 New Hampshire Avenue, N.W., Washington, D.C. 20036

APPENDIX I

INTERLIBRARY LOAN SURVEY June 30, 1982

(This survey updates an August 1976 ARL Survey on Interlibrary Loan)

REPORTING LIBRARY Responses = 110 (97%) of 113 ARL Member Libraries

PERSON COMPLETING SURVEY _____ PHONE _____

1. For which of the following interlibrary loan activities does the library charge? (Check as many as applicable, and indicate the basis for how rates are set. We are not defining terms exactly, since we are seeking a general sense of fee structures rather than comparable statistical data.)

		COST RECOVERY FULL/PARTIAL	DIRECT AND INDIRECT COST FACTORS USED TO SET RATES
36	Filled requests Reciprocal: 14	3/15	SEE APPENDIX II
105	Supplying photocopies	23/44	
70	Supplying microforms (including reproductions)	12/23	
7	Searching of unfilled requests	0/2	
29	Postage Reciprocal: 3	7/7	
9	Other (please specify) _____	0/0	

2. Does the library plan to institute additional charges within the next two years?

N=109 27 YES Possibly: 19 N/A: 1
62 NO

3. As a member of ARL, would the library be willing to suspend (or not institute) interlibrary loan charges to other ARL libraries, as part of a reciprocal agreement?

N=102 82 YES Unsure: 2 N/A: 1
17 NO

Has the library suspended charges previously, as part of a new reciprocal agreement?

N=104 56 YES
48 NO

4. With which of the following does the library have special interlibrary loan agreements? (Check as many as applicable.)

Local libraries:
- 47 Branch within your own system
- 59 Academic
- 35 Public
- 34 Special
- 15 School

- 54 Regional consortium
- 66 Statewide agreements
- 38 Networks (e.g., Amigos, Palinet)
- 50 Utilities (OCLC, RLIN)
- 31 Other (please specify) See text of report

5. Are any of the library's interlibrary lending activities subsidized?

N=105

55 YES
50 NO

IF YES, indicate how:
47 State subsidy
14 Other (please specify) _____

6. Most libraries have established some priorities for obtaining materials on ILL. Recognizing that priorities vary by type of material, number the following according to your most frequent request pattern, beginning with a "1" for the first priority. (Not all listed categories will apply to all respondents.)

_____ Center for Research Libraries
_____ Universal Serials and Book Exchange
_____ Local libraries

SEE Separate tally Table 12

_____ Branch within your own system
_____ Academic
_____ Public
_____ Special
_____ School

_____ Libraries in region
_____ Other in-state libraries
_____ Out-of-state sources
_____ Network members (e.g., Amigos, Palinet)
_____ Utilities (OCLC, RLIN)
_____ Association of Research Libraries members
_____ Others (please specify) _____

_____

7. Based on current policy and assuming normal request traffic, what is most apt to determine which libraries you will query first?

N=107

42 Speed of delivery
39 Charges levied
12 Other _____
(Comments)

Both: 11
N/A: 3

PLEASE INCLUDE WITH THE COMPLETED SURVEY AVAILABLE DOCUMENTS THAT DESCRIBE:
STATEMENT OF ILL POLICIES
BASIC CHARGE STRUCTURE
STATE AND/OR REGIONAL POLICIES
SPECIAL ARRANGEMENTS OR AGREEMENTS
SUBSIDIES
RATIONALE FOR ILL CHARGES
EXPLANATION OF THE BASES FOR CHARGES (COST-RECOVERY, DIRECT/INDIRECT COST)
PRIORITIES FOR BORROWING

PLEASE RETURN THIS SURVEY AND DOCUMENTS BY JULY 31, 1982 TO:

Interlibrary Loan Committee Survey
c/o Office of Management Studies, ARL
1527 New Hampshire Ave., N.W.
Washington, D.C. 20036

ASSOCIATION OF RESEARCH LIBRARIES

JOHN G. LORENZ,
Executive Director

SUZANNE O. FRANKIE,
Associate Executive Director

October 1, 1976

Mr.Jay Lucker, Director
Massachusetts Institute of Technology Libraries
Cambridge, Mass. 02139

Dear Jay:

Here are the responses to our survey. The Summary Sheet gives an overview of what ARL libraries are doing.

On question 1 we broke out those who charge only for photoduplication and microforms, so the significant figure here is those now charging for other interlibrary loan services. Of the 16 who indicated charging for other than photocopies 7 charge for "miscellaneous" services only (e.g. postage, to commercial firms only, for international requests, etc.). It appears that the "serious" charges are Chicago (early 1977), Cornell, Harvard, MIT, Princeton, Rice (to nonacademic libraries), Wayne State, Yale, British Columbia, and McMaster (currently have a 6 month moratorium).

On the summary sheet the numbers written in questions 2-4 simply indicate the number of institutions who responded in some way to the question, e.g. 3 institutions indicated they charged for searching unfilled requests (Question 2, number 4).

Responses to the methods of payment questions can best be characterized as "everything imagineable", as you'll see from scanning the individual forms.

Let me know if and when I can be of further help.

Sincerely yours,

Suzanne O. Frankie
Associate Executive Director

SOF:lp
Enclosures

P.S. We have kept a xerox for our files

1527 New Hampshire Avenue, N.W.
Washington, D.C. 20036
Area Code 202 • 232-2466

Summary of Responses

ARL INTERLIBRARY LOAN SURVEY - 8/76

Reporting Library 94 - Total no. of ARL libraries responding as of 11/

Name and Title of Person Completing Questionnaire _____

Phone No. _____

* * * * *

1. Do you require any compensation for interlibrary lending activities?

[70] Yes [23] No [3] Not at present time, but plan to _____ Date

[-1] Yes only 2 & 3

[1] Charge only to those who charge them

2. If yes or plan to, indicate the lending services for which compensation (is) (will be) required, the rates for these services, and the method of payment. If available, please attach the schedule of the rates you (are) (will be) charging.

	Rate	Method of Payment
1. Filled requests (excluding photocopies)	15	
2. Supplying photocopies	69	
3. Supplying microforms	53	
4. Searching of unfilled requests	3	
5. Other (Specify) _____	7	

3. Upon what basis were the rates noted in 2 above set?

	Cost Recovery		Direct and indirect cost factors used in setting rates.
	Full	Partial	
1. Filled requests (excluding photocopies)	4	7	
2. Supplying photocopies	34	33	
3. Supplying microforms	26	15	
4. Searching of unfilled requests	2	1	
5. Other (Specify) _____	4	2	

30

5. Is any of your interlibrary lending activity subsidized?

[163] Yes [132] No

If yes, indicate how:

[139] State subsidy [116] Regional Medical Library

Other (explain) 25

6. If in the foreseeable future you do not plan to charge for interlibrary loan services, please circle the reason(s) for this:

1. Legal restrictions 4
2. Philosophically opposed 36
3. No economic necessity 16
4. Other 17

7. If a number of ARL libraries (e.g. 15) institute charges for interlibrary loan services, do you feel you will have to begin charging?

[118] Yes [118] No [47] Uncertain

[1] Reciprocate

[2] Probably

8. If you have any other comments or suggestions on compensation for interlibrary loan activities, please give them in the following space.

55 - Total
4 - Establishment of nat'l center/program
10 - Subsidies needed - federal/state/local support
21 - National system needed [12 of 21 specified coupons]
(Rest - miscellaneous)

* * * *

Return survey form by September 15 to Sue Frankie, Associate Director, Association of Research Libraries, 1527 New Hampshire Ave., N.W., Washington, D.C. 20036.

4. If you are now charging or plan to, check those borrowing libraries exempt from charges and those from which compensation (is) (will be) required. Also indicate the method of payment (e.g. grant, coupons, per transaction fees paid on some cumulative basis, etc.)

Category of Borrowing Library	Exempt from Charges	Charged In-State	Charged Out-of-State	Method of Payment
ARL libraries	6	26	32	
Academic libraries (with undergraduate programs only)	4	30	33	
Academic libraries (with graduate programs)	4	28	31	
Public libraries	4	30	33	
Government research libraries	6	28	32	
Special libraries (non-profit)	3	30	33	
Commercial organizations	1	34	38	
State libraries or state library agencies	8	25	29	
Libraries in your community	6	26	21	
Any library requesting loan	4	27	32	
Members of network or consortium to which we belong (Please list)				
47				
Other (Specify) 27				

Appendix 2: Cost Recovery and Cost Factors

The following is a summary of cost factors mentioned by respondents according to whether they expect to recover all costs or only partial costs. If more than one library gave a similar response, the number providing that response is noted in parentheses. Relatively few libraries provided this information. Some general comments appended to the responses also are included here.

General comments:

Charges are frankly meant to keep workload down.
We charge on the basis of member fees, by regional consensus and by state decision.
Comparable with rates of other institutions. In the past, we never intended to recover full costs, for it was felt that a certain beneficence was expected from a major public institution.
Present rates are old and need to be reviewed; $2.00 service charge (for copying)includes postage and is being reviewed for change
Our rates are influenced by those of other libraries.
All costs except overhead and the funds that we have normally contributed to this function (are used to determine rates).
No formula exists for setting rates. We recover postage charges through the service charge on photocopying.
Full cost recovery on photocopies and overseas loans. Bibliographic searching and preparation fees are occasionally applied.
We add a $5 charge when material is excessively overdue (e.g., 4-6 weeks).
We aim for full cost recovery on photocopies and microforms. We charge postage on photocopies only.
Set by medical network and State Library
Postage,staff, other libraries' charging patterns and the need to fund OCLC borrowing charges with monies collected from lending transactions.

Responses by Category

PARTIAL COST RECOVERY

Filled Requests	Use prevailing rates of peer institutions
	Voluntary reimbursement of postage
	Direct costs only
	Staff, supplies and postage

Supplying Photocopies	Direct cost (3) Photocopy cost Supplies and postage (2) Copy cost and handling fee (12) Labor/postage/insurance/copy cost Reproduction cost and student help per hour Postage/minimum fee Arbitrary fee per request Per page cost and comparison with other libraries' rates. Too low a charge would result in too high volume. Printing Services determines costs (2) Photolab equipment and processes (2) Materials but not staff Minimum charge (2) Per page plus standard minimum Charge for copying process only; not searching, etc. Fees set administratively in 1976.
Supplying microforms (Partial cost recovery)	Reproduction cost and handling fee(3) Direct and indirect factors used Direct Cost only(2) Covers supplies only(3) Direct costs of salary, copying, mailing and record keeping.(2) Labor/postage/insurance/copying cost Copying process only; not searching, etc. Cost of microforming and surcharge for preservation (See RLG policy) Vendor's fee and handling Always $20 unless very long. Supplies and equipment (2) Printing Services determines costs(2) Fees set administratively in 1976; fiche duplication prices set by Microtext Dept.
FULL COST RECOVERY	
Supplying Photocopies	Direct and indirect (5) Machine/materials/staff (2) Machine/materials/labor/postage (4) Labor, supplies, invoicing, mailing costs Different minimum charges for academic libraries Tradition
Supplying microforms	Direct and indirect (4) Machine/materials/staff Machine/materials/staff/postage (3) Full recovery: sent to a commercial firm.

Appendix 3: List of "Other" Responses to Question 4, on Special Interlibrary Loan Agreements

Additional academic libraries	1
Center for Research Libraries	3
National Library of Canada	4
CISTI (Canada)	3
Univ. of Washington Resource Sharing Program	1
Individual libraries	5
Univ. of California Libraries	1
Local consortium	2
Other State institutions	2
Regional medical library	3
Thesis lending agreements	5
Federal libraries	4
Provincial consortium	1
SUNY members	1
Assn. of Southeastern Research Libraries	1
State consortium	1
Mid-American State University Assn. Libraries	1
British Library Lending Division	1
NYSILL network	1
Linda Hall Library	1
In-state informal agreements	1
Total	44 (Some libraries listed more than one)

Comment: "Our statistics reflect that the majority of our filled transactions come from ARL and other out-of-state institutions."

POLICIES AND PROCEDURES

THE UNIVERSITY OF CHICAGO

DATE September 15, 1981

TO Interlibrary Loan Staff DEPARTMENT

FROM Pat Swanson DEPARTMENT

IN RE: Limits on the Use of The Interlibrary Loan Borrowing Service -- University of Chicago Library.

The attached policy statement is handed by The Cashier & privilege staff to those who purchase or acquire library privileges by special arrangement. It applies to all such recipients EXCEPT University of Chicago students working toward a degree who are not registered for the current quarter but who have acquired library privileges through the appropriate Dean of Students and The Cashier/Privilege Desk.

The principles upon which this policy statement is based include:

1) The costs of acquiring the special arrangement are designed to cover use of the local collection only.

2) Staffing in Interlibrary Loan is based on demand anticipated by primary users (Faculty, students, staff). Our staffing levels cannot be designed to handle use of the service by other users. Staffing is unlikely to be increased, therefore the service to our primary users will suffer if demand increases too much.

3) Many of our special arrangement users, including alumni, have a primary academic or institutional affiliation elsewhere and should use the interlibrary loan/photocopy services offered by their primary affiliation.

4) The public libraries in the area offer an avenue for interlibrary loan to those special arrangement users without affiliation as above. These libraries in fact belong to the same network in Illinois as we do.

SPECIFIC POLICIES

1. Use of the Center for Research Libraries by U of C alumni is permitted because some items they may actually have used in this collection have now been transferred to the Center, and because our collection development policy is closely tailored to the holdings of the Center and because we believe that alumni deserve this small extension.

2. Use of interlibrary loan by special arrengement users, including alumni, for material missing at ICU is not possible. Therefore all patrons coming to Reference Desk with "search slips" should be politely asked if they are UC students, staff, or faculty. If they are not, reference staff can make suggestions as to other libraries that might have material needed, can call other libraries if that is feasible and can suggest public library ILL service.

3. Reasonable amounts of interlibrary loan borrowing will be provided for faculty spouses. Any problems or excessive use should be discussed with Pat Swanson and may be referred to Howard Dillon.

4. Special arrangement patrons often think that we should provide photocopy service because they are paying for the material that is copied. In this case we should explain that we cannot provide the service because it is our labor and processing costs that are burdensome and that the fee they pay is not a compensation to us. They should also be assured that almost all libraries will sell photocopies to individuals who request them and so the material can be gotten if they contact the library directly. Reference staff can certainly provide reasonable assistance in identifying locations and in determining addresses and policies of the photocopy services of these libraries.

5. Because of the demands on our service from students in degree programs and from faculty, we are unable to extend Interlibrary loan to persons taking <u>non-degree</u> courses through any of the University's extended programs.

6. Show a copy of the attached statement to any patrons who claim not to have seen it or know of it.

7. Do not feel that you have to engage in long and frustrating conversations with patrons who want services to which they are not entitled. Please refer them to Pat Swanson.

PS:ck

cc: Pat Wilcoxen
Howard Dillon

U.C. San Diego
Fall, 1980

PERFORMANCE STANDARDS FOR UCSD TERLIBRARY LOAN SERVICE

I. BORROWING

A. The following sequence of lenders will be preferred. They are in order (1-5) from those most likely to give fast service to those least likely to give fast service:

1. San Diego State University Library; UCLA.

2. Other UC campuses in the southern region: Santa Barbara, Irvine, Riverside.

3. Other UC campuses in the northern region: Davis, Berkeley, especially.

4. Other campuses in the state university system (i.e., besides SDSU); Center for Research Libraries.

5. Libraries outside California which do not charge for ILL services.

6. Libraries outside California which charge for ILL services.

B. The following modes of transmission of borrowing requests will be preferred:

1. OCLC.

2. Courier (UCSD or Serra couriers).

3. U.S. Mail (ALA ILL forms).

4. TWX (only used occasionally).

C. It is the intention of UCSD ILL to transmit borrowing requests to potential lenders as quickly as possible. Therefore, the following will apply to all requests that involve routine verification:

1. Requests submitted before 4:00 p.m. and transmittable by OCLC should be transmitted during the next business day. Same day transmission is possible for some requests, especially those submitted early in the day.

2. Requests submitted by 8:00 a.m. and transmittable by the UCSD courier will go out by 8:00 a.m. the next business day. Requests submitted after 8:00 a.m. may be processed for transmission by 8:00 a.m. the next day, depending on workflow.

3. Requests submitted by 10:00 a.m. and transmittable only by U.S. Mail will be transmitted not later than the end of the next business day.

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D. Requests which require more than routine verification will be referred within two business days after submission to the appropriate Subject Specialist librarians. (Routine verification will be defined as identifying proper bibliographic citation and location(s) within the first five sources consulted). Reference librarians will give rush treatment to all referred ILL requests. The librarian should either verify the request or consult with the requestor within the next business day, with the result that the request is either transmitted or returned to the requestor for further information as quickly as possible, usually within three business days.

E. To summarize C. and D., only under very rare circumstances should a borrowing request remain untransmitted in ILL for more than three business days after submission.

II. LENDING

A. The following sequence of borrowers is presented in order of priority treatment:

1. Libraries of the University of California. Our intention is to fill UC requests as soon as possible:

   a. Requests received by courier at the beginning of the business day should be filled and sent (or posted unfilled) by courier at the beginning of the next business day.

   b. Requests received by OCLC before 11:00 a.m. should be filled and sent (or posted unfilled) no later than the end of the next business day.

   c. Requests received by U.S. Mail should be filled and sent (or posted unfilled) by the end of the next business day.

2. San Diego State University Library should receive the same treatment as the UC Libraries, once the UC Libraries have been taken care of.

3. All other libraries should be served as promptly as possible after the libraries in 1. and 2. have been taken care of. It is our intention not to let any lending request remain unprocessed for more than three working days.

B. The above procedures apply only when lending requests are properly verified. UCSD ILL will give only minimal treatment to unverified requests or to blind requests.

C. The following modes of transmission will be preferred for materials lent from UCSD ILL units:

1. Courier. For materials being sent (a) to UC campuses within the southern region and (b) to libraries within the Serra system.

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2. United Parcel Service. To libraries within the UC system not covered in #1. The Library has special funds to transmit by this mode.

3. U.S. Mail. All other destinations will be served by U.S. Mail.

UNIVERSITY OF CALIFORNIA—(Letterhead for interdepartmental use)

MICHIGAN STATE UNIVERSITY

DIRECTOR OF LIBRARIES

EAST LANSING • MICHIGAN • 48824

September 30, 1982

TO: Interlibrary Loan Librarians in Michigan

FROM: Richard E. Chapin

SUBJECT: Document Delivery from Michigan State University Library

In fulfilling our obligations to Michigan State's students and faculty, and to others through established interlibrary lending programs, Michigan State University will lend or provide appropriate copies of library materials from its collections. First priority, of course, will be given to our own students and faculty.

The following procedures and regulations will guide the document delivery services to other Michigan libraries for all requests received on or after October 15, 1982.

1. Monographs will not be lent until at least six weeks after their receipt and/or last circulation on campus.

2. Journals ordinarily will not be lent, but facsimile copies of specified articles will be made in lieu of lending the original copy; the borrowing library will be responsible for complying with copyright law for all such requests.

3. Microforms will be lent if not in demand on campus. Photocopies and microfiche duplication are available.

4. Doctoral dissertations (since 1960) and master's theses (since 1977) are available for purchase from University MIcrofilms International (300 North Zeeb Road, Ann Arbor, MI 48106) and will not be lent off-campus. (Exceptions will be made for members of the Michigan Library Consortium when request is accompanied with $5.00 or MLC coupons.) Theses or dissertations not available through University Microfilms will be lent.

5. In order to staff the document delivery service to provide the rapid and effective delivery that you have demanded, a service fee will be charged:

   a. Searching service fee of $2.00 to accompany all requests. (This will be returned if the item requested is in our collection, is eligible

(over)

MSU is an Affirmative Action/Equal Opportunity Institution

for interlibrary loan according to the attached policy, but which is not readily available for loan at the time of the request).

b. Loan or facsimile service charge of $3.00 to accompany requests. (This will be returned if the item is not in the collection or is not available for loan).

c. Billing charge of $1.00 if not pre-paid or the requests are not accompanied by coupons issued by the Michigan Library Consortium, 6810 South Cedar, Suite 8, Lansing, MI 48910.

6. All requests must be submitted on the standard ALA four-part interlibrary loan forms. Telephone requests will be handled on a limited basis and will carry a $2.00 charge for expedited service.

We recognize that there are considerable costs, often more than $5.00 involved in interlibrary loans. We expect to pay any service charges initiated by other institutions or we will send our coupons with any request made by Michigan State. And as an alternative, we will accept any other interlibrary loan coupons (regardless of face value) as payment for document delivery services from Michigan State.

If you have any questions, please contact Annie Pitts, head of our Document Delivery Service, or me.

REC:yn

MICHIGAN STATE UNIVERSITY LIBRARIES

DOCUMENT DELIVERY POLICY - REQUESTS FROM MICHIGAN LIBRARIES
Effective: 10/15/82

Document Delivery Service
Michigan State University Libraries
East Lansing, Michigan 48824-1048

NUC Code: MiEm
OCLC Code: EEM
Phone: 517-355-7641

All mail requests must be submitted on the Standard ALA interlibrary loan forms.

CHARGES

Per loan transaction: $5 prepaid $6 when invoiced (check or coupons accepted). Charges include search fee.

Per photocopy transaction up to 30 exposures: $5 prepaid, $6 when invoiced, additional $3 for more than 30 exposures - up to 60 exposures (check or coupons accepted). Charges include search fee.

Per unfilled transaction: $2 search fee may be charged ($3 when invoiced).

Telephone requests: limited number accepted. An additional $2 charge per transaction for expedited services.

Postage: No charge
Cost estimates: No charge

BOOKS

Will lend: up to 4 vols. per title.
Loan period: 2 weeks, renewable.

DISSERTATIONS

Will lend pre 1960. Available for purchase from University Microfilms 1960+. Exception: After 1960 lent only on reciprocal basis.

Loan period: 2 weeks, renewable.

MASTERS THESES

Will lend if circulating copy is available. May be purchased from University Microfilms 1977+.

Loan period: 2 weeks, renewable.

PERIODICALS AND NEWSPAPERS

Bound: will not lend
Unbound: will not lend
Microfilm: will lend up to 4 reels per title

Loan period: 1 week, no renewal
Mailing: Must be returned insured via Book Rate-Special Handling

MICROFORMS

Cards, film, fiche, print: will lend
ERIC fiche: will not lend
Fiche duplication upon request

MAILING

First class mailing of all photocopies. Mailing of books suspended from approximately December 15 until the Monday after January 1.

COUPONS

May be purchased from:

Michigan Library Consortium
6810 South Cedar St., Suite 8
Lansing, Michigan 48910

PLEASE NOTE: Special requests will also be considered.

ALL MSU INTERLIBRARY LOAN MATERIALS ARE SUBJECT TO RECALL AT ANY TIME WHEN NEEDED FOR USE BY AN MSU PATRON: ITEMS WHICH ARE RECALLED MUST BE RETURNED IMMEDIATELY.

MSU is an Affirmative Action/Equal Opportunity Institution

MICHIGAN STATE UNIVERSITY

LIBRARIES

EAST LANSING • MICHIGAN • 48824

Effective: 8/1/81

POLICIES FOR DOCUMENT DELIVERY SERVICE

Document Delivery Service
Michigan State University Libraries
East Lansing, MI 48824

NUC Code: MiEM OCLC Code: EEM
Phone: 517-355-7641

All mail requests must be submitted on the Standard ALA interlibrary loan form.

CHARGES

Per loan transaction: Total of $7 pre-paid or in coupons to accompany each request or check for $8 when invoiced.

Per photocopy transaction up to 30 exposures: $7 pre-paid or in coupons to accompany each request or check for $8 when invoiced.

Telephone requests: only in case of emergency. An additional $2 for expedited services.

Postage: no charge
Cost estimate: no charge

BOOKS

Will lend: up to 4 vols. per title.
Loan period: 2 weeks, renewable.

*DISSERTATIONS

Will lend pre 1960. Available for purchase from University Microfilms 1960+. Exception: after 1960, lent only on reciprocal basis.

Loan period: 2 weeks, renewable.

*MASTERS THESES

Will lend on reciprocal basis if circulating copy is available. May be purchased from University Microfilms 1977+.

Loan period: 2 weeks, renewable.

---

*If you are interested in establishing a reciprocal agreement, please notify us.

PERIODICALS AND NEWSPAPERS

Bound: will not lend
Unbound: will not lend
Microfilm: will lend up to 4 reels per title.

Loan period: 1 week, no renewal
Mailing: Must be returned insured via Book Rate-Special Handling.

MICROFORMS

Cards, film, fiche, print: will lend
ERIC fiche: will not lend
Fiche duplication upon request.

MAILING

First class mailing of all photocopies. Mailing of books suspended from approximately December 15 until the Monday after January 1.

COUPONS

May be purchased from:

Michigan Library Consortium
720 Science Library
Wayne State University
Detroit, MI 48802

PLEASE NOTE

Special requests will always be considered. Loan periods are calculated from date material is received by requesting library.

Exceptions to these policies are available for biomedical requests received via the Kentucky-Ohio-Michigan Regional Medical Library.

MSU is an Affirmative Action/Equal Opportunity Institution

INTERLIBRARY COOPERATION

MONTHLY REPORT FOR OCTOBER 1982

Interlibrary Cooperation

The Colorado Library Association meeting in Aurora on October 21st and 22nd gave a good opportunity to talk with many librarians from around the state.

A check was received for the Payment for Lending program, January-June 1982, in the amount of $3,988. The rate of payment was $2.30 per net loan.

Statistics showing the traffic between us and the Health Sciences Center Library in Denver were prepared for the Director.

There were 13 additional interlibrary cooperation contacts made.

On-Going Concerns

An English doctoral candidate, Laviece Ward, was given an hour of bibliographic instruction.

A recommendation letter was written for Michael Gomes who is applying to the Special Libraries Association for scholarship money to complete his library school education.

Backlogs

-first day of the month		-last day of the month	
Borrowing		Borrowing	
To be verified	313	To be verified	307
To be typed	51	To be typed	35
Total	364	Total	342
Lending	106	Lending	213
TOTAL	470	TOTAL	555

Staff

An interlibrary loan staff meeting was held on October 1st to discuss the current situation and some changes.

Training continued to be a great time consumer. Peggy Jobe and Murl Sickbert were trained to search the National Union Catalog. Peggy Jobe and a student, Jane Griffin, were trained to in-put interlibrary loan requests into the OCLC Interlibrary Loan Subsystem.

A performance appraisal was done for Susan Roebeck and certification was requested.

"Meetings, Bloody Meetings," was attended by most of the staff. This movie proved to be most instructive.

Transactions

Total Transactions Processed for October

	1980-81	1981-82	1982-83
Borrowing	522	757	610
Lending	1,349	1,401	1,376

Meetings and Visits

Collection Analysis Project Study Team, 10/18-19, VB
Library Faculty, 10/7, VB
Carol Krismann, Business Library, ILL orientation, 10/14
Karl Kroeger, Music Library, ILL orientation, 10/1
Chuck Pond, Campus Coin Copies, 10/4, MS
Colorado Library Association, Aurora, 10/21-22, VB
Universal Serials and Book Exchange, Washington, D.C., 10/28-29, VB

Other Matters

Sick: 84 hrs., KM; 8 hrs., BG
Vacation: 3 hrs., VB

Total lost hours: 95

Submitted by
Virginia Boucher
Virginia Boucher
Head, Interlibrary Cooperation

Unit: Interlibrary Loan

PUBLIC SERVICE STATISTICS
MONTHLY REPORT

Month & Year: October 82

	Current Month	Previous Month
TRAFFIC COUNT		
Starting No. _____ Ending No. _____		
Business, Engineering, Music & Norlin count as recorded; all other units divide by 2. →		
INFORMATION CONTACTS		
	Librarians / Staff / Students / Total	
Reference	16 / 189 / / 205	
Directional	21 / 230 / / 251	
TOTAL (all columns)	37 / 419 / / 456 →	456	845
GROUP CONTACTS		
(No. in group X no. of each one hour session) →		
Attach monthly group instruction form.		
CIRCULATION (OUTSIDE)		
Non-reserve; department or unit circulation of "reference" items; materials in special collections, etc.		
Reserve →		
Microforms →		
AV →		
Sound Recordings (non-circulating) →		
TOTAL →		
INTERLIBRARY LOAN	IN-STATE / OUT-OF-STATE	
Borrowing		
Physical item	75 / 165 →	240	239
Photocopy	121 / 76 →	197	158
Lending		
Physical item	132 / 154 →	286	292
Photocopy	501 / 150 →	651	561
SHELVING		
Circulated materials + inhouse use pickup →		
Reference assistance area pickup (items returned directly to shelves and not counted above) SAMPLE PERIOD ONLY →		
Microforms (fiche, film) →		
Sheet maps →		
Others (specify) →		
OVERDUES		
Students & public patrons		
1st notice ____		
Finance Office ____		
Faculty		
1st notice ____		
2nd notice ____		
TOTAL ____ →		
RECALLS, HOLDS →		
FINES →		

INTERLIBRARY LOAN BORROWING STATISTICS FOR 1982-83

MONTH	ITEM NOT SUPPLIED	ITEM IN CoU LIBRARIES	ITEM SUPPLIED THROUGH INTERLIBRARY LOAN						TOTAL SUPPLIED	TOTAL PROCESSED
			IN STATE			OUT OF STATE				
			ORIGINAL	PHOTO COPY	SUB-TOTAL	ORIGINAL	PHOTO COPY	SUB-TOTAL	TOTAL	
JULY	84	37	120	65	185	209	77	286	471	592
AUG	73	18	105	92	197	233	102	335	532	623
SEPT	47	49	68	77	145	171	81	252	397	493
OCT	130	43	75	121	196	165	76	241	437	610
NOV										
DEC										
JAN										
FEB										
MAR										
APR										
MAY										
JUNE										
TOTAL										

	No.	Per Cent
Total Items Not Supplied		
Total Items Located at CoU		
Total Items Supplied on ILL		
Total Items Processed		

	In State		Out of State	
	No.	Per Cent	No.	Per Cent
Originals Supplied				
Photocopies Supplied				
Total Items Supplied				

INTERLIBRARY LOAN STATISTICS

LENDING FOR YEAR 82/3

	IN-STATE				OUT-OF-STATE				
Month	Original	Photo-copy	Unfilled	Sub-Total	Original	Photo-copy	Unfilled	Sub-Total	Total Requests Processed
July	135	445	165	745	155	134	186	475	1220
Aug.	76	312	155	543	130	119	195	444	987
Sept.	150	446	163	759	142	115	213	470	1229
Oct.	132	501	262	895	154	150	177	481	1376
Nov.									
Dec.									
Jan.									
Feb.									
Mar.									
Apr.									
May									
June									
TOTALS									

COLORADO ALLIANCE OF RESEARCH LIBRARIES
Interlibrary Loan Statistics

Library University of Colorado-Boulder Month October Year 1982

	BORROWING TRANSACTIONS									LENDING TRANSACTIONS								
	AL	CSM	CSU	CU	DPL	DU	UNC	TOTALS	%	AL	CSM	CSU	CU	DPL	DU	UNC	TOTALS	%
FILLED BY BOOKS	20	2	10		2	3	9	46	40	15	2	10		8	9	8	52	32
FILLED BY COPY		3	21		13	12	20	69	60	32	6	10		11	32	18	109	68
TOTAL FILLED	20	5	31		15	15	29	115	100	47	8	20		19	41	26	161	56
UNFILLED										21	12	30		8	21	37	129	44
TOTAL PROCESSED										68	20	50		27	62	63	290	100
FILLED BY PHOTOCOPY		3	21		13	12	20	41		32	6	1		8	26	16	89	82
PHOTOCOPY PAGES		32	107		109	132	130	510		300	125	5		126	246	71	873	--
FILLED BY MICROFICHE										0	0	9		3	6	2	20	18
NUMBER OF MICROFICHE SHEETS										0	0	23		3	12	10	48	--

3/80

University of Missouri

APPLICATION FOR INTERLIBRARY LOAN PRIVILEGE

The interlibrary lending of books is a courtesy and a privilege granted by the lending institution to facilitate serious and advanced research and is not a right of the borrowing institution.

With this understanding I hereby apply for permission to borrow books on interlibrary loan for my personal use in research on the following subject:

_____

This application will be valid until June 30, 19____.

I agree to the following regulations:

That I will call for all books immediately upon receipt of notification that they have been received and are available for my use;

That the use of such books shall take priority over other work, in order that the books may be returned to the lending institutions within the time specified;

That such books will be due at 9:05 a.m. on the date specified with reserve fines being levied for their late return;

That no book borrowed for me shall be for use in a class assignment or term report, but shall be used only for the research subject stated above;

That extension of the original loan period will not be requested from the lending institution unless reasonable use of the material during the first period does not allow sufficient time to complete it; and unless a request for such extension be made at least four days before expiration of the original loan period; if renewal is granted by the lending institution a fee of $1 will be charged;

That no books or other materials will be re-borrowed for my use except on condition that I pay all transportation charges from the lending institution and return;

That I will also pay transportation charges on all books or other material borrowed for me but which I do not use or call for during the loan period;

That failure to abide by any of the above stipulations may cause the lending institutions to restrict the University of Missouri's borrowing privileges and must therefore be considered cause for cancellation of this permit and privilege.

Date: _____ Signature _____

The student making this application is working toward the degree of _____ and I recommend that he be granted the privileges sought.

Signed _____
Faculty Adviser

55

Form #137

UNIVERSITY OF MISSOURI LIBRARY

INTERLIBRARY LOAN DEPARTMENT
UNIVERSITY OF CONNECTICUT LIBRARY
STORRS, CONNECTICUT 06268

Many academic libraries now restrict use of their library collections and services by students at other colleges and universities except in case of special need. Often, they require a specific letter of introduction from the library at the researcher's own institution. The staff of the University of Connecticut Library will be pleased to supply such a letter when justified. We cannot do so, however, without specific information about the researcher's need and unless we can verify that those needs cannot be met with local collections.

To obtain a letter of introduction to another library, please apply to the Interlibrary Loan Department and complete the form provided for this purpose. The application will be reviewed by the Interlibrary Loan Staff, and if approved, the letter of introduction will be provided. The letter should then be presented to the Circulation or Reference Department of the library to which it is written.

We cannot authorize library privileges at another institution. The letter you receive will simply indicate that local library collection cannot satisfy research needs and ask that the library avail you of any possible collegial privileges.

2/80 Rev.

INTERLIBRARY LOAN DEPARTMENT
UNIVERSITY OF CONNECTICUT LIBRARY
STORRS, CONNECTICUT

LETTER OF INTRODUCTION

Name_____ Date_____

Address_____ Telephone #_____

Status
Faculty_____ Undergraduate_____ Class of 19____
Graduate Student_____ Master's candidate_____
Ph.D. candidate_____

Are you actively engaged in writing a thesis or dissertation?_____

Name of Library collection you wish to consult_____

Date(s) and length of time you wish to use it_____

Reason(s) you wish to use it. Please be as specific as possible listing subject of your research and of title(s) of material_____

_____

_____

_____

_____

If this request is in connection with a specific course, please indicate number and name of course and name of instructor_____

_____

Are there special privileges which you need to request?_____

_____

_____

_____

Signature_____

Approved Interlibrary Loan Department_____

Letter written_____

2/80 rev.

WASHINGTON STATE UNIVERSITY LIBRARIES
INTERLIBRARY LOANS
AUTOMATION PLAN

PURPOSE: The purpose of automating certain ILL procedures and files is:

1. Cut down on paper files.
2. Save staff time.
3. Provide online status reports to area libraries.
4. Cut down on the amount of retyping of requests.
5. Begin to train the ILL staff on how to use computer systems.

SYSTEM: The system that is currently being used is Tymnet's Ontyme II. This system provides both electronic mail service and storage access. Any kind of information can be stored in a private or shared file. The system has its limitations but its the least expensive system at this time. As more systems become available a change may be made. We are constantly monitoring new systems.

IMPLEMENTATION: As of Jan. 1, 1981, all WSU patron requests are being stored in Ontyme II. A private file is created for each request. Files remain online until the request is filled or cancelled.

ACCESS: All WSU area libraries have access to the system for the purpose of obtaining status reports for their patrons. The system is available 24 hours a day.

FILE DIRECTORY: Every Monday each area library is sent a copy of the current file directory. The patron or librarian uses the directory to locate the file name that contains the patron's request.

STATUS REPORTS: Each private file is updated as status reports are received. Status reports are coded as follows.

INTERLIBRARY LOAN
STATUS REPORT CODE

CODE	REPORT
1	Not owned - Title
2	In use
3	Not owned - Issue
4	Non-circulating
5	Locations received
6	Price quote received
7	Incorrect citation
8	Incomplete citation
9	Referred to Librarian for decision
10	Requesting status report
11	Missing

CREATION OF THE PRIVATE FILE

1. FORMAT: The format of the private file is a modified Western Union TWX format. The status report is the last item in the file. (See following examples)

INTERLIBRARY LOANS
WASH STATE UNIV LIBRARY
PULLMAN, WA 99164

ILL REQ.#131/LOAN,PLS.

FOR: LILLIAN ACKERMAN/GRAD/ANTHRO

SACKS, KAREN
SISTERS AND WIVES: THE PAST AND FUTURE OF SEXUAL EQUALITY. CONTRIBUTIONS IN WOMEN'S STUDIES 10. WESTPORT, CONN.: GREENWOOD PRESS, 1979.

VER: WLN

AUTH LIB WARREN BABCOCK/PMR

15JAN81 WAOE
26JAN81 2
26JAN81 IDBB

INTERLIBRARY LOANS
WASH STATE UNIV LIBRARY
PULLMAN, WA 99164

ILL REQ.#586/PHOTODUP.PLS. **CCL/NEED BY 3-15-81

FOR: CATHERINE A. HUBBARD/GRAD/BIOL

PARAZITOLOGIIA (LENINGRAD)
VOL.4, NO.2, 1970. PP.136-138.

BERGER, V. YA
EFFECT OF SEA WATER OF DIFFERENT SALINITY...

VER: CASSI, P.1538.

NOTE: ENGLISH OR ENGLISH SUMMARY ONLY.

AUTH LIB WARREN BABCOCK/PMR

23FEB81 CU-A

2. CREATING FILE NAME. The file name cannot be more than 12 characters. The file name is created by:

   A. Use first 7 letters of patron's surname.
   B. Without spacing, add initial of given name.
   C. Without spacing, add calendar number indicating days of year gone by on that day. i.e. Feb. 11 is the 42nd day of the year 1981.
   D. If more than one request by the same patron on any given day, follow numbers without spacing, with A, B, C, D, etc. as needed. (See example below)

      If John Williams' request was acted upon on Feb. 11 the file name would read *WILLIAMJ42.

SENDING REQUESTS TO LENDING LIBRARY: We are currently sending requests by the following methods:

1. Electronic Mail: The private file(s) that contains the request(s) is called up and sent by electronic mail. Page 44 of the Ontyme Elementary Manual explains how to send a file as a message.

2. Western Union TWX: By a complex method the private file is called up and the information is transferred on to punched paper tape. Once the punched paper tape is made. the request is then ready to be sent by Western Union TWX. Because of the rising cost of TWX, we are cancelling our contract with Western Union as of March 31, 1981 and having the TWX terminal removed.

3. U.S. Mail: Instead of retyping the information onto an ALA form, we are making two copies of the request stored in the private file and attaching the following message to those copies and sending them to the lending library

---

WSU Interlibrary Loan Unit is in the process of automating our procedures and paper files and as a result, we are storing our patron requests in an online computer system. The attached item is our patron request. The format we used is the Western Union TWX format. We hope you find the attached format acceptable. We do not need to receive a notification that the material is being sent. Thank you for your consideration.

We are finding that most libraries find this acceptable since they are already used to the TWX format. For the libraries who will not accept this, we are typing ALA forms.

EQUIPMENT: We are currently using two terminals:

1. DEC LA 36 (Digital Decwriter II) Terminal
2. Western Union 35 Teletype Terminal

CONTACT: For further information contact:

Warren E. Babcock
Interlibrary Loans
Holland Library
Pullman, WA 99164

Phone: 503 335-7846

INTERLIBRARY LOANS & ELECTRONIC MAIL

The age of the electronic mail has arrived and the Interlibrary Loan Office at Washington State University is heavily involved in it. A simple definition of electronic mail (EMS) is the delivery of a message electronically. A more detailed definition is "the transfer via electronic transmission paths of addressed messages which are effectively person-to-person and which may be paper-based at either or both ends." The idea of sending a message by electronic impulses instead of the physical delivery of a message is not a new idea. The first telegraph line was used in 1844. What has created new developments and changes in this area is the implementation of large electronic mail networks and the availability of now-cost terminals and communication interfaces. It is estimated by 1982 over 350 of the Fortune 500 firms will be using electronic mail systems. A recent issue of the U.S. News & World Reports states that, "electronic mail will make two-thirds of the postal workers obsolete."

In November, 1980, WSU Libraries through PNBC joined the Ontyme Electronic Mail Service. This system operates on the mailbox principle. Each user is assigned an electronic mailbox, and messages are left there until the user makes an inquiry. This gives us more than the capabilities of a Western Union TWX at a lower cost. EMS provides us with the ability to deposit an ILL request into another library's mailbox immiediately and electronically, thereby eliminating delays in the U.S. mails. EMS is also an alternative to a long distance telephone call for rush requests since it generates a paper copy. The cost is 29 cents per ILL request. The TWX cost has been about $1.29 per ILL request. EMS is becoming competitive with first class mail.

Because of Electronic Mail and the increasing cost of the TWX, we are removing our Western Union TWX as of March 31, 1981. The future of EMS and Interlibrary Loans looks very bright. As systems like WLN, Lockheed, BRS and others develop computer message systems, this will provide EMS access to most large libraries.

USER MATERIALS

3 Current books which should be purchased for the Library's collection.

4 Rare materials, including manuscripts.

5 Bulky or fragile materials which are difficult andexpensive to ship.

6 Reference materials.

7 Dissertations which have been reproduced by University Microfilms and are readily available for purchase. They should be ordered directly. Ask the Interlibrary Loan staff or a Reference librarian for forms and more information.

8 Periodicals and newspapers. You must be willing to pay for photocopy or microfilm.

PHOTOCOPYING OF ILL MATERIALS

Many libraries do not permit the material they lend to be photocopied for reasons of copyright or potential damage to rare or tight bindings. If you need copies from materials borrowed please consult ILL staff or a librarian. ILL material must not be copied by you.

IMPORTANT NOTE

Please make full use of your Interlibrary Loan material while it is here. It can only be borrowed once for you.

CENTER FOR RESEARCH LIBRARIES (CRL)

The University of Toronto Library can, as a member of the Center for Research Libraries, borrow the highly specialized materials which the Center collects. Handbooks and catalogues describing the Center's collections are available for consultation. Reference and Interlibrary Loan librarians will be pleased to explain CRL's collection and loan policies.

NOTE: Students and staff of the following faculties should apply first to their own libraries for Interlibrary Loan services: Education, Law, Library Science, Astronomy, Aerospace, Chemistry, Dentistry and Physics.

Jan.77

University of Toronto Library

INTERLIBRARY LOAN SERVICE

PURPOSE

Interlibrary loan supplements resources in the University's libraries by making available materials in other libraries outside metropolitan Toronto. Since interlibrary loan is governed by code for co-operation, service is dependent on the good will of the co-operating libraries and that of their patrons.

AVAILABLE TO

University of Toronto-
- Graduate students.
- Teaching and research staff.
- Undergraduates (material from other Canadian universities only)
- Research Readers

WHERE TO APPLY

Persons in Humanities and social sciences- Interlibrary Loan Office (Reference Department) 4th Floor, Roberts Library 978-6214 (Evenings and Weekends enquire at Reference Desk)

Persons in physical and life sciences- Reference Desk, Science & Medicine Library 978-8617

Requests must be made in person or by mail since a signature is required.

SOURCE OF REFERENCE

An exact citation for the article or book that you are requesting, is required. Interlibrary Loan staff or librarians will be pleased to help you. Standard sources for monographs are:
- National Union Catalogue
- British Museum Catalogue
- Bibliotheque National Catalogue

For articles, check bibliographies or periodical indexes which cover your field.
If the item you require is from a "non-standard" source, please bring the source with you when applying for an Interlibrary Loan.

Please check University of Toronto catalogues carefully before requesting material

1. Sample for periodical

PERIODICAL Title: ACTA ORTHOPAEDICA BELGICA

Vol: 28 Date: 1962

Author & Title of article: BRANDENBURG, A. SPINA BIFIDA OCCULTA AND LOW BACK PAIN

Pages: 688-692 Accept photocopy ☑ microfilm ☐ Price Limit: 5.00

Source of reference: INDEX MEDICUS v. 4 p. 5-2846

BOOK Author: _____

Title: _____

Place of publication: _____ This edition only ☐

Source of reference: _____

Most libraries charge for microfilm and photocopy. Show here the maximum charge you will pay. Staff will suggest estimates based on their knowledge of other libraries' policies. Minimum charge for Ontario universities is $2.00 and for other libraries may be considerably more.

BORROWER: I agree to comply with the University of Toronto I.L.L. borrowing regulations: Jane Smith (Ms. JANE SMITH)
(Signature)

Status (please specify): LECTURER Dept.: MEDICINE Office tel.: 3538

Address: 3606 MAIN ST., APT. 4, TORONTO M2K 3P9 Home tel.: 956-1117

2. Sample for book

Author & Title of article: _____

Complete information--author, title, pages of article, and title, volume and year of periodical, plus a complete reference to where you found it, is needed. Incomplete information causes delays in processing.

BOOK Author: LARNED, ELLEN DOUGLAS

Title: HISTORY OF WINDHAM COUNTY, CONNECTICUT. 2V.

Place of publication: WORCESTER, MASS. Publisher: _____ Date: 1874-80 This edition only ☐

Source of reference: NUC pre 56 v. 316 p. 416

BORROWER: I agree to comply with the University of Toronto I.L.L. borrowing regulations: Jane Smith (Ms. JANE SMITH)
(Signature)

Status (please specify): PH.D Dept.: HISTORY Office tel.: CARRELL # 13984

Address: 459 EAST MAIN ST., TORONTO M6R 2T5 Home tel.: 978-6214

Library use only

Ver.: _____ CRL ☐ JCS ☐

PLEASE WRITE LEGIBLY. This is our only means of reaching you.

TO REQUEST A LOAN

Fill in Interlibrary Loan Form and hand in at the appropriate desk. You will be notified by telephone or mail when your material arrives. Please note carefully where your material is to be picked up. Allow four to six weeks for material to arrive. A longer wait is not abnormal for material from foreign libraries.

LOCATION OF MATERIAL

This is part of ILL work. Please do not suggest a location unless you have seen the item in that library or its catalogue.
Books- We request Canadian locations from the National Library and CISTI by telex. Union and library catalogues help determine American and other foreign locations. If these sources fail we request a location from the National Union Catalog at Library of Congress.
Periodicals & Newspapers- Many union lists have been published which assist in locating these quickly.

LOAN PERIOD

The loan period -- usually two weeks -- is set by the lending library. Certain materials may be designated "for use in library only" by the lending library. Such materials must be used in the library and returned to the ILL Desk each day before the library closes.

RENEWALS (may be made in exceptional cases only)

Must be requested at least five days before a book is due, as the lending library must be contacted for permission.

RETURN OF MATERIALS

Please return all material borrowed on ILL by the date due to the desk from which you picked it up. ILL material should never be returned to the Circulation Desks.

MATERIALS NOT AVAILABLE ON ILL

1 Materials in any University of Toronto Library -- unless they are missing.

2 Material held in other libraries in Metropolitan Toronto.

loan periods

The length of the loan is set by the lending library but will generally be between one and four weeks. A renewal may be requested, unless the lending library has specifically indicated no renewals. The renewal request must be made three to four days before the material is due.

returning books

Materials obtained on interlibrary loan must be returned to the Interlibrary Loan Department or, during evenings and weekends, to the Reference Desk. Any other method of return will not insure that the item will get back to the ILL office.

overdue materials

Fines are not charged, but a borrower who consistently disregards due dates will be refused further service. Interlibrary loan is a courtesy extended by the lending library. If their loaning regulations are disregarded, they may discontinue further service to this library.

financial responsibility

The borrower is financially responsible for any damage to or loss of the material from the time it is picked up to the time it is returned to the Interlibrary Loan Department. The borrower is also responsible for any damage to the loaned item caused by photocopying.

interlibrary loans memorial library

university of wisconsin madison

interlibrary loans
231 memorial library
262-1193

purpose

We will attempt to obtain material that is needed for research and is not available on the Madison campus from other libraries in the United States and Canada.

hours

The Interlibrary Loan Department is open 8am-5pm, Monday through Friday. ILL materials are available evenings and weekends through the Reference Department, Room 262. Hours during holiday and intersession periods may be different, but are posted.

eligible users

The service may be used by graduate students, faculty members and to a limited extent undergraduates. (A separate policy statement is available for undergraduate borrowing.) When submitting request cards, a student fee card or faculty ID must be presented.

submitting requests

Applications should be submitted in person, not by telephone, to the Interlibrary Loan Department and there is a limit of four requests per week. If the Interlibrary Loan Department is closed, requests may be submitted at the Reference Desk. Also a few of the branch libraries will accept requests and forward them to this department.

verifications

Verification information is an essential and required part of the interlibrary loan request. The verification is a citation that proves the existence of the item being requested exactly as it is being cited on the interlibrary loan application form. This enables this library, as well as, the library that receives the request to process it without bibliographic delays or misinterpretations.

The preferred verification tools are the National Union Catalog for books and the Union List of Serials for journals. Not only do these catalogs verify the bibliographic information about the item, they also indicate what libraries in the United States and Canada have them. Should the desired item not be in one of the verification sources listed on the ILL application card, make a photocopy of the original source of your reference and its title page and submit it with the application card.

limitations

Materials generally not available on interlibrary loan are:

1. Books owned by libraries on this campus but temporarily in use.
2. Materials for class reserve or group use.
3. American books still in print.
4. Whole volumes or issues of periodicals. (Reproductions of articles may be requested).
5. Newspapers or manuscripts, unless available in positive microform.
6. Genealogical, heraldic and local history materials.
7. Audio-visual materials: phonograph records, tapes, films, etc.
8. American Dissertations. (We maintain a file of those schools which will lend dissertations).

time required

It will take from two to three weeks to obtain most materials, if there are no complications. However, items from the Center for Research Libraries and the University of Minnesota Library may be obtained normally within a week to ten days.

notification

A postcard is sent as your notification when the material arrives. The due date and any restrictions will be noted on this card.

continued

If you are looking for a . . .

book *thesis* *document*

article *proceedings* *microfilm*

which isn't in Fondren, and you are a. . .

Faculty member *Staff member* *Graduate Student*

try. . . **INTERLIBRARY LOAN**

INTERLIBRARY BORROWING is a service provided by Fondren Library. Through interlibrary cooperation, we are able to borrow the materials you need for your research from other libraries which use us for the same purpose. A request can be filled in two to three weeks. Most loans are free, and most photocopies of journal articles cost less than $5.00. Requests must be made on interlibrary loan request forms which are available in the interlibrary borrowing office or in your departmental office.

NEED IT SOONER THAN TWO WEEKS?

We also have arrangements with many local libraries which allow our students and faculty on-site borrowing privileges. If the item you need is in town, this arrangement allows you faster access. Come by interlibrary borrowing for the appropriate forms.

NOT SURE IF IT'S IN TOWN?

We are willing to locate a local source for you, using verification tools at our disposal. Inquire at the interlibrary loan office.

NEED A BIBLIOGRAPHY IN A CERTAIN AREA, AND YOU DON'T HAVE TIME TO GO THROUGH ALL THE ABSTRACTS AND INDEXES?

Ask about a computer search. Many indexes and abstracts have been placed in an on-line format. These databases, over 150 in all, can be searched by our library staff. Areas covered range from science and technology, to business and management, art and humanities, and the social sciences. Information is available in the interlibrary borrowing office.

NEED A MESSAGE SENT SOMEWHERE FAST, AND A PHONE CALL WON'T WORK?

The interlibrary borrowing office uses a TWX/Telex machine to speed up the requesting process. To our knowledge, this is the only such machine on campus. Therefore, we are willing to send national and international messages for the university community on a cost recovery basis. The TWXing required for interlibrary borrowing must always take priority, but messages which need to go out immediately will be sent the day they are received. The appropriate TWX or Telex number must be supplied by the requester. Billing will be monthly as we receive the bill for the calls. Inquire at the interlibrary borrowing office.

WE ARE HERE TO HELP WITH YOUR RESEARCH NEEDS!

INTERLIBRARY LOAN

(behind the Circulation Desk)

Kay Flowers x2581

TRY

INTERLIBRARY LOAN

a service of Fondren Library

IF YOU CAN'T FIND IT

IN FONDREN LIBRARY. . .

Elmer Holmes Bobst Library
New York University

Information Bulletin 5

November 1981

INTERLIBRARY LOAN

Interlibrary Loan (ILL) is a service which arranges for the borrowing of books, theses, and microfilm, and provides photocopies of journal articles, when these materials are not available locally. The Interlibrary Loan Office, which is located in Room M12, Mezzanine, Bobst Library, is open Monday-Friday, 9am-5pm (telephone: 598-3678).

*MATERIALS WHICH ARE AVAILABLE LOCALLY MAY NOT BE REQUESTED THROUGH ILL.

*ALL BORROWED MATERIAL MUST BE USED IN BOBST LIBRARY.

WHO MAY USE INTERLIBRARY LOAN?

-NYU and Consortium faculty and graduate students, and NYU staff.
-NYU and Consortium undergraduates may use service only for materials needed for special supervised research being done outside normal classwork.
NOTE: GBA, IFA, CIMS, Law, and Medical Libraries have their own ILL services. If you are attending one of these schools, please submit your requests through their offices.

WHAT CAN BE BORROWED?

Books, doctoral dissertations, masters theses, and microfilm can usually be borrowed. For dissertations, check reciprocal loan agreement list in the General Reference Center, Main floor.

WHAT CANNOT BE BORROWED?

-Titles in circulation or on reserve at NYU or Consortium libraries.
-Titles available at locations within Manhattan to which the patron has access.
-Titles owned by NYU or Consortium libraries to which the patron has access.
(Exception: NYU faculty and graduate students may request materials from the Medical and Environmental Medicine Libraries.)
-Books published in the last two years or available in paperback.
-Reference books, oversized books, or textbooks.
-Rare items and items published before 1900, unless a lending library is able to supply a reproduction within copyright guidelines.
-Non-research materials.

HOW LONG DOES IT TAKE?

Minimum response time is generally two weeks, but varies depending on the location. Orders for photocopy may require slightly more time.

LENGTH OF LOAN

Material is borrowed for either two or four weeks. Some loans may be renewed: If you would like an extension, please inform the ILL Office a week before your due date.

TO FIND OUT WHO OWNS WHAT

Check the Bobst card catalog under main entry (usually the author entry), to make sure that NYU does not own a copy. If more than one NYU library owns a title, the Bobst card is filed first. Holdings of other NYU libraries are represented in the Bobst card catalog by main entry cards only.

IF NOT AT ANY NYU OR CONSORTIUM LIBRARY, other locations can be found as follows:
-BOOKS: National Union Catalog (NUC), located on the window wall of the Card Catalog Area. Search by main entry in the edition of NUC which covers the publication date of the book you are seeking. If the book is listed but no locations are given, note the order number for Library of Congress card (sample: 76-4250) in the lower right area of entry. Using that number, look for library locations in the Register of Additional Locations, in the General Reference Center. For catalogs of other libraries' holdings and for subject guides to special libraries, ask a reference librarian for assistance.

-JOURNALS: Union List of Serials (ULS) and New Serials Titles (NST), located in the General Reference Center. Search by journal title or main entry. Note the different holdings for each location, and select only those libraries whose holdings include the desired volume.

NOTE: The title, edition, volume, and page from these references, identifying the source of your location information, must be included with your request. Requests for journal articles must also include your complete reference for the original source of the citation. Other sources, as well, must be specific and complete.

PROCEDURE

Get an interlibrary loan card from a reference librarian in the General Reference Center. A separate ILL card is needed for each request. Fill out completely and legibly, without abbreviations. Codes for locations should be given. Your source and/or verification must be noted on the bottom and/or rear of card. You may leave your card with a librarian in the General Reference Center or bring or mail it to the ILL Office. Please give a telephone number where you can be contacted Monday-Friday, 9am-5pm. Sign the back of the card, indicating your intention to comply with the copyright law.

WHEN YOUR MATERIAL ARRIVES AT BOBST

You will be notified by telephone or postcard when either your materials have been received or a response to your request has been received.

-Loans of books, theses, microfilm, or other materials are restricted to use in Bobst Library. They will be held for you at the Reserve Desk, Floor B.

-Photocopies will be held for you in the General Reference Center.

CHARGES

Fees for postage, photocopying, and borrowing, where applicable are paid by the patron. Please check the Interlibrary Loan Fees list at the desk in the General Reference Center. Please indicate a cost limit on your request card.

CANCELLATIONS

You must notify the Interlibrary Loan Office in time if you are cancelling a request, otherwise you will be responsible for any charges incurred.

USING NEW YORK CITY LIBRARIES

ILL policy states that local resources must be exhausted before requesting an item from another region. See a reference librarian for information regarding access policies of the various NYU and Consortium libraries. Libraries within Manhattan neither lend to nor borrow from each other. The New York Public Library at 42nd Street and Fifth Avenue and all of its branches are open to the general public. Many other research libraries within Manhattan, such as those of the New York Academy of Medicine and the Engineering Society, are also open to the public. Private academic libraries in New York City will admit visitors for use of specific works via METRO or Research Libraries Group referrals. See a reference librarian for verification and referral.

LOCATING TITLES IN NEW YORK CITY LIBRARIES

To find out who owns a specific title:

-see over: "TO FIND OUT WHO OWNS WHAT"

-check the following catalogs and directories in the General Reference Center:

Dictionary Catalog of the Research Libraries 1911-1971. A book version of the New York Public Library's card catalog. This very large catalog is being published over a period of time, so do not expect to find the full alphabet for a while. For acquisitions after 1971, see below.

Dictionary Catalog of the Research Libraries. Lists all titles added to the New York Public Library's research collection since 1972.

New York Public Library. The Branch Libraries Catalog. Lists titles in the branch libraries, which may be borrowed by New York Public Library card holders.

Catalogs of selected special collections of the New York Public Library.

Catalogs of other libraries in New York City.

Special Libraries Directory of Greater New York. A subject guide to special libraries.

COOPERATIVE AGREEMENTS AND NETWORK SERVICES

RUTGERS
THE STATE UNIVERSITY
OF NEW JERSEY

NETWORK SERVICES UNIT • RUTGERS UNIVERSITY LIBRARIES • P.O. BOX 212 • NEW BRUNSWICK • NEW JERSEY 08903

Document Delivery Services
Photocopy and Loan Services

DDS provides a wide range of document delivery services, including both photocopy services and loan service. Three separate photocopy service plans are available which provide users with a flexible choice to fit their pattern of document needs and budget. All three plans are separately explained below, though there are some features which are common to all three.

Only requests that we are able to complete incur a charge or are counted against a subscription account. Unfilled requests are returned as quickly as possible so that you may try other sources. Responses by first class mail or United Parcel Service occur within 24 to 72 hours on most requests for both delivered documents and negative responses. Negative responses to requests placed by telephone are conveyed by telephone within 24 hours in most cases. Since two DDS offices provide access to 20 separate libraries in four cities, some responses may take longer.

All requests submitted by mail should be on standard ALA approved photocopy/interlibrary loan request forms (preferably typed). These forms are available from several office supply houses. Requests may also be submitted in duplicate on your letterhead, or on multipart forms of your own design. (Please be aware, however, that the ALA approved form is much easier to use since it is specifically designed to convey bibliographic information and is less prone to erroneous interpretation). In all cases, the bibliographic information should be as complete as possible, with one citation permitted per form. The DDS staff is prepared to give instruction and assistance in the proper completion of request forms. The appropriate copyright statement must appear on every request form.

All requests should be addressed to our post office box, which speeds delivery considerably. For requests pertaining to the sciences or medicine, mail should be addressed as follows: DDS-LSM, P. O. Box 212, New Brunswick, New Jersey 08903 (tel: 201 932-4726). Requests in other disciplines should be addressed as follows: DDS-Alex, P. O. Box 212, New Brunswick, New Jersey 08903 (tel: 201 932-8345).

Copyright royalty payments are not included in the prices noted on the enclosed price schedule, and organizations interested in pursuing the use of the Copyright Clearance Center should contact us. Additional information on this or any other aspect of our services may be obtained from the Network Services Unit administrative office at the address on this letterhead, or by calling 201 932-7505.

Basic and Rush Photocopy and Loan Service (Plan A)

Photocopy and loan service under Plan A is what is generally known as interlibrary loan service. Copies of materials contained within the collections of the Rutgers Libraries are supplied on an on-demand basis as needed by the requestor. Requests are normally submitted by mail, but urgent requests may be telephoned to either DDS office. Requests submitted by phone are considered "Rush" requests, and a surcharge is added for this service. The enclosed price schedule specifies the charges under Plan A. While any institution (or individual in the case of photocopy service) may avail themselves of service under this plan, individuals should check with their business, institutional or public libraries regarding subsidies for which their organizations may be qualified. (The New Jersey Library Network and the Regional Medical Library Network both provide some subsidies for document delivery). There is no formal contract required under Plan A, and requests may be submitted as needed. You may submit a blanket purchase order (if required by your institution) and bills with a record of your transactions will be sent monthly. Note that Plan A service applies only to materials contained in the collections of the Rutgers Libraries.

Standing Order Photocopy Subscription Service (Plan B)

The DDS Standing Order Subscription Service (Plan B) permits users to prepay for photocopy service at a substantial savings in cost. Two subscription types are available: a monthly subscription, which permits quantity modification during the year, and an annual subscription, which provides additional savings for an annual prepayment. Both of these subscriptions are available at four useage levels as noted in the enclosed price schedule. Up to 50 pages of copy per request will be supplied at no additional charge under Plan B.

Under the monthly subscription, you will be billed prior to each service month for the amount specified in your initial order. Requests filled in excess of the contracted number will be billed the following month at the unit price equivalent to the contracted amount specified in your current order. Any time prior to the 15th of each month, you may submit a new order form to increase, reduce or cancel your monthly subscription effective the following month. Otherwise, the subscription will remain in effect at the same service and price level for a period of 12 months. Contracts will be automatically renewed each year at the then current service and price levels.

Under the annual contract plan, you will be billed for the entire year in advance for the amount specified in your initial order. Requests filled in excess of the contracted amount will be billed upon completion of the contract year at the unit price equivalent to the contracted amount specified in your current order. Contracts may be written for any 12 month period. Subscriptions will be automatically renewed each year at the then current service and price levels. Service may be increased, reduced or cancelled at the beginning of each contract year.

Plan B service applies only to materials contained in the collections of the Rutgers Libraries, "Rush" (telephone) service is available separately under Plan A, will incur the same fees as noted in the price schedule for Plan A, and will not be counted within a Plan B subscription.

Standing Order Photocopy Subscription Service (Plan C)

The DDS Standing Order Photocopy Subscription Service (Plan C) is a total photocopy document delivery service. In addition to supplying copies of materials held at Rutgers, DDS will locate and obtain copies of materials held by libraries throughout the United States and abroad.

DDS will supply multi-part preprinted forms for use of the subscriber. DDS will attempt to fill requests from the Rutgers collection when possible, or by attempting to locate and order copies from up to three outside sources for each request. Requests will be processed within 1 - 2 working days of receipt.

A minimum page purchase per quarter of the year must be specified on the order form at the per page charge noted on the price schedule. DDS will submit in advance of each quarter (January, April, July and October), invoices for the specified per quarter amount. Whenever the number of pages supplied in a given quarter exceeds the quarterly minimum specified in the order, the DDS invoice for the following quarter will include charges for the preceeding quarter's overage at the same per page charge. The order shall be for any 12 month period beginning with the nearest quarter. Requests filled prior to that quarter will be charged at the per page rate with no minimum charge. The quarterly minimum requested in the order should be a close approximation of use based on past experience, since no quantity alteration is permitted for the duration of the contract year. Contracts will be automatically renewed each year at the then current price level. Service may be increased, reduced or cancelled at the beginning of each contract year.

"Rush" (telephone) service is available separately under Plan A, will incur the same fees as noted in the price schedule for Plan A, and will not be counted within a Plan C subscription.

How to Enter a Subscription for Plans B or C

To begin your subscription to Plans B or C, fill out the enclosed order form (in duplicate) and mail with your purchase order (if required) to Photocopy Subscription Service, Network Services Unit, Rutgers University Libraries, P. O. Box 212, New Brunswick, New Jersey 08903. Please note that no subscription is necessary for Plan A service.

dds.subscr.111081

Rutgers University Libraries
Network Services Unit
Document Delivery Services
Price Schedule
Effective March 1, 1992

Plan A - Basic and Rush Photocopy and Loan Service

Photocopy

Basic (requests submitted by mail)
$7.00 minimum per request filled plus $.10 per page over 20 pages

Rush (requests submitted by telephone)
$10.00 minimum per request filled plus $.10 per page over 20 pages

Loan

Basic (requests submitted by mail)
$5.00 per request filled

Rush (requests submitted by telephone)
$8.00 per request filled

Plan B - Monthly and Annual Standing Order Photocopy Subscription Service

Monthly Type			Annual Type		
Minimum Qty./Mo.	Monthly Subscr.	Unit Price	Minimum Qty./Yr.	Annual Subscr.	Unit Price
10	$ 65.00	$6.50	120	$ 720.00	$6.00
25	150.00	6.00	300	1,650.00	5.50
35	192.50	5.50	420	2,100.00	5.00
50	250.00	5.00	600	2,700.00	4.50

Plan C - Annual Standing Order Photocopy Subscription Service

$1.00 per page (quarterly minimum pages guaranteed)

dds.prices.011392.rev

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Document Delivery Services
Standing Order Photocopy Subscription Services
Plans B and C Order Form

Please check one:

_____ Plan B - Monthly (Complete I and IV)
_____ Plan B - Annual (Complete II and IV)
_____ Plan C - Annual (Complete III and IV)

Please check one:

_____ New order
_____ Change

Plan B

I. Plan B - Monthly Type

Please check one:

	Minimum Qty./Mo.	Monthly Subscr.	Unit Price
_____	10	$ 65.00	$6.50
_____	25	150.00	6.00
_____	35	192.50	5.50
_____	50	250.00	5.00

Please enter: to begin the first day of _____ (Month) _____ (Year)

II. Plan B - Annual Type

Please check one:

	Minimum Qty./Yr.	Annual Subscr.	Unit Price
_____	120	$ 720.00	$6.00
_____	300	1,650.00	5.50
_____	420	2,100.00	5.00
_____	600	2,700.00	4.50

Please enter: for 12 month period beginning the first day of: _____ (Month) _____ (Year)

III. Plan C

Please enter:

_____ Pages per quarter X $1.00 per page = $ _____ per quarter

Please circle one and enter year: - for a 12 month period beginning:

April 1 July 1 October 1 January 1 _____ Year

Special provisions (NSU use):

IV. Signature_____

Today's Date_____

Name Printed_____

Title_____ For Network Services

Mailing Address_____ Date_____

PLEASE COMPLETE IN DUPLICATE AND SUBMIT BOTH SIGNED COPIES (WITH YOUR PURCHASE ORDER IF REQUIRED) TO:

Photocopy Subscription Service
Network Services Unit
Rutgers University Libraries
P. O. Box 212
New Brunswick, New Jersey 08903

NSU WILL RETURN 1 COPY TO YOU.

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dds.subform.111081

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NETWORK SERVICES UNIT • RUTGERS UNIVERSITY LIBRARIES • P.O. BOX 212 • NEW BRUNSWICK • NEW JERSEY 08903

January 14, 1982

Mr. Robert A. Drescher, Coordinator
Library Network Services
New Jersey State Library
185 West State Street
CN 520
Trenton, N. J. 08625

Dear Bob:

Thank you for your letter of December 22 informing me of the Research Library Center Grant renewal for 1982. I look forward to receiving the contract and to our futher discussion of the New Jersey Union List of Serials. I am including a revised copy of the 1981 Program Statement to be included with the 1982 contract.

The only change that has been made other than adjusting for inflation and the reduced appropriation, is in Section III.A.2., paragraph 2. In addition to the charge for telephone ILL service to profitmaking organizations, I am proposing a fee for completed loans for through-the-mail service to the same group. This fee would also be extended to all out-of-state users, and will be effective on March 1, 1982 (see enclosed Price Schedule) allowing an adequate notification period. Please be aware that this is not a substantial change in policy, since we have been assessing fees for the telephone service for several years. Also, please note that the proposed fee is less than the actual unit cost per transaction (see Table I.) The income generated would partially offset the 11% reduction in the grant, and an inflationary cost increase of approximately 10% in operations. It would also assist us in continuing our present level of service to publically supported institutions.

If you have any questions concerning the 1982 Program, please call me at (201) 932-7545.

Sincerely,

Joseph C. Scorza
Librarian for Network Services

cc: H. Edelman
J. Waiblinger

1982 Program for Implementation of the State Library Aid Act of New Jersey by the Rutgers University Libraries

I. Statement of Mission and Organizational Relationship

The Rutgers Libraries, through its Network Services Unit, will plan and coordinate information services in their various forms from the Rutgers Library System to libraries and individuals having no direct affiliation with the University. Offices will be physically located within the Research Libraries (the Library of Science and Medicine, and the Archibald Stevens Alexander Library), and through these two locations insure access to the various branch and campus libraries comprising the Rutgers System. The Network Services Unit (NSU) will also act as liaison with the Reference Referral Office of the State Library and the other Research Library Center Offices, developing an effective program to make the resources of the Rutgers Libraries more readily available to the people of the State of New Jersey.

II. Statement of Major Objectives

A. Handle all requests for information from New Jersey Libraries and the New Jersey public, other than students and faculty of Rutgers University, that have been channeled through the State Library Network or received in accordance with the New Jersey State Interlibrary Loan Code, 1973, including manual and computer based reference service, interlibrary loan and photocopy.

B. Continue the development of the New Jersey Union List of Serials, with particular attention to inclusiveness, accuracy, and national developments in the bibliographic control of serials.

III. Program Description Incorporating Minimum Responsibilities

A. Photocopy, Interlibrary Loan, Manual Reference and Computer Based Reference Services

The NSU shall apply the entire 1982 Research Library Center Grant appropriation to functions related to the provision of photocopy, interlibrary loan, and manual reference services. Staff in the amount of 4.0 FTE shall support these functions in a mix to be determined by demand (see Table II, Grant Costs, I.Personnel), but in no instance to exceed the monetary amounts disaggregated below and in Table I. Service levels shall be subject to the quantitative limits imposed by the 1982 Grant appropriation as enumerated in Table I. Computer based reference service shall be provided utilizing funding sources other than the Research Library Center Grant, but this service shall be fully integrated into the Research Library Center program.

NSU reserves the right to enter into service agreements with other library networks (e.g. the Regional Medical Library Network) for the purpose of providing document delivery service. Such arrangements shall be on a completely cost reimburseable basis. In addition, the NSU reserves the right to provide access to materials housed outside of the Rutgers collection (e.g. technical reports, dissertations, journal articles) also on a cost reimburseable basis. The NSU reserves the right to pass on the cost of copyright royalty fees to the user, if and when such fees are required, and to enter into agreements with service organizations (e.g. the Copyright Clearance Center) to facilitate the payment of such fees if and when necessary. The NSU and the Rutgers University Libraries shall be saved harmless from liability as a result of Copyright violation while in performance of contractual obligations to the Department of Education under the Research Library Grant Program.

Promotional materials describing the services of the NSU shall be developed and distributed. Orientation sessions shall be provided for the staff of Area and college libraries. The NSU shall participate in at least two meetings a year between the staffs of the Research Libraries.

1. Photocopy Service
(Document Delivery Services)

DDS shall provide photocopies of materials in the Rutgers collection in accordance with the New Jersey State Interlibrary Loan Code, 1973 and in compliance with provisions of the Copyright Law. This office shall supply up to twenty (20) exposures free for any request coming from a non-profit New Jersey Library or a New Jersey State agency, including up to twenty (20) microfilm printout exposures per request, except that any single request in excess of fifty (50) exposures may be subject to the minimum service fee as set forth in paragraph 2, below. All requests for free photocopy service shall be forwarded to DDS in writing, except for those requests that are deemed of "extreme urgency", said definition to be mutually agreed upon by the staffs of the Research Library Center offices, which may be telephoned to this office. All other manner of requests for photocopy service (from any source) shall be subject to the fees set forth in paragraph 2, below. Quantitative limits on performance of this section shall be in accordance with upper limits as set forth in Table I, 1. DDS reserves the right to establish such selective quotas as are necessary to insure compliance with this section, and insure the equitable distribution of resources (see form letter attached.)

Photocopy service to profit-making organizations shall be on a completely cost reimburseable basis, and such fees as are necessary to maintain service viability shall be established by this office. The rate for mailed requests from profit-making organizations shall be set at $7.00 minimum per request filled as of January 1, 1982. Telephone or in person requests filled by DDS shall be assessed an additional surcharge or $3.00 per request filled. Telephone or in person requests shall be filled by DDS for any library (profit or non-profit) at the same charge rate, except that requests for non-profit libraries within the definition of "extreme urgency" telephoned to DDS by another Research Library Center office shall be filled without charge. The rates set forth above are subject to change with 30 days notice.

Grant Costs		Auxiliary Costs	
Staff:	$29,250	Staff:	$37,235
Other:	$12,400	Other:	$19,250
Total:	$41,650	Total:	$56,485

2. Interlibrary Loan Service
(Document Delivery Services)

DDS shall provide interlibrary loan service from the Rutgers collection in response to requests channeled through the Network in accordance with the New Jersey State Interlibrary Loan Code, 1973, and in compliance with provisions of the Copyright Law. Quantitative limits on performance of this section shall be in accordance with the upper limits as set forth in Table I, 2. All requests for interlibrary loan service shall be forwarded to DDS in writing, except for those requests that are deemed of "extreme urgency", said definition to mutually agreed upon by the staffs of the Research Library Center offices. All other manner of requests for interlibrary loan service (from any source) shall be subject to the fees set forth in paragraph 2, below.

Interlibrary loan service to profit-making organizations shall be on a cost reimburseable basis, and such fees as are necessary to maintain service viability shall be established by this office. The rate for mailed requests from profit-making organizations shall be set at $5.00 minimum per request filled as of January 1, 1982. Telephone or in person requests filled by DDS shall be assessed an additional surcharge of $3.00 per request filled, and this service shall be available to any library (profit or non-profit) at the same charge rate, except that requests from non-profit libraries within the definition of "extreme urgency" telephoned to DDS by another Research Library Center office shall be filled without charge. The rate set forth above is subject to change with 30 days notice.

Grant Costs		Auxiliary Costs	
Staff:	$10,000	Staff:	$16,500
Other:	$ 2,625	Other:	$ 5,195
Total:	$12,625	Total:	$21,695

3. Manual Reference Service
(New Jersey Reference Services)

NJRS shall provide reference and information services in response to requests channeled through the New Jersey Library Network, and in accordance with the New Jersey State Interlibrary Loan Code, 1973. Quantitative limits on the performance of this section shall be in accordance with upper limits as set forth in Table I, 3. Requests for reference service may be forwarded in writing or by telephone, and a professional librarian shall be available to respond to Network inquiries at all times that NJRS is open for service.

Grant Costs
Staff: $18,978
Other: $ 2,400
Total: $21,378

4. Computer Based Reference Service
(New Jersey Reference Services)

Computer based reference service is an integral part of the reference service provided by NJRS. Since this service is provided on a completely cost reimburseable basis, continued promotion will be necessary to reach and maintain a viable user population. Toward this end, NJRS will continue to develop user materials such as database lists and descriptions, which will be updated as new databases become available. Past and prospective database users will be added to the NJRS automated mailing list.

NJRS presently provides access to SDC, Lockheed, BRS and National Library of Medicine files, as well as the New York Times Information Bank and the Dow Jones News Retrieval database (restricted).

Auxiliary Costs
Staff: $11,000
Other: $ 9,205
Total: $20,205

B. New Jersey Union List of Serials Project
(New Jersey Database Services)

The New Jersey Union List of Serials Project will continue to be operated by this office in cooperation with the participating libraries. NJDBS will maintain the database and insure that the information contained in it is as current as possible, contingent on the reporting of information by the participating libraries.

During 1982, NJDBS will examine the feasibility of improved editing capabilities, including the possibility of online text editing. NJDBS will also produce a keyword index to titles in the New Jersey Union List of Serials utilizing an existing indexing program.

Auxiliary Costs
Staff: $30,600
Other: $ 6,525
Total: $37,125

TABLE I

Upper Limits of Service Based on Unit Cost Applications
for Grant Funded Portion of 1932 Program with
1975 (Full Funding) Comparison

	1932		1975	
1. Free Photocopy Service				
Filled + Unfilled	6500 X $4.50 labor/request =	$29,250	18,000 X $2.50 =	$25,000
Filled	6200 X $2.00 copy cost and = materials	$12,400	9,500 X $2.00 =	$19,000
		$41,650		$44,000
$6.72 avg. cost/request filled				
$5.41 avg. cost/request handled				
2. Free Interlibrary Loan Services				
Filled + Unfilled	2000 X $5.00 labor/request =	$10,000	6150 X $2.50 =	$15,375
Filled	1750 X $1.50 materials =	$ 2,625	4625 X $1.50 =	$ 4,625
		$12,625		$20,000
$7.21 avg. cost/request filled				
$6.31 avg. cost/request handled				
3. Reference and Information Service				
Filled + Unfilled	2530 X $7.50 labor/request =	$18,925	6795 X $4.80 =	$32,616
	2530 X $1.00 materials =	$ 2,530	6795 X $1.00 =	$ 3,397
		$21,505		$36,013
$8.50 avg. cost				
Totals and Averages				
Total Labor Cost:	$58,228 (approx)		Total Labor Cost:	$73,000
Total Cost:	$75,653 (approx)		Total Cost:	$100,000
Labor to Total Cost Ratio:	.77		Labor to Total Cost Ratio:	.73
11,030 Upper Limit (requests handled)			22,945 Upper limit (handled)	
10,400 Upper Limit (requests filled)			20,920 Upper Limit (filled)	
$5.28 Avg. Labor Cost/Unit (requests handled)			$3.18 Avg. Labor Cost/Unit (handled)	
$5.56 Avg. Labor Cost/Unit (requests filled)			$3.49 Avg. Labor Cost/Unit (filled)	
$6.86 Avg. Total Cost/Unit (requests handled)			$4.35 Avg. Total Cost/Unit (handled)	
$7.22 Avg. Total Cost/Unit (requests filled)			$4.78 Avg. Total Cost/Unit (filled)	

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TABLE II

Research Library Center Grant Proposed Budget 1982
(including Auxiliary Service Costs) by Object Category

	GRANT		AUXILIARY	
I. Personnel		$58,229		$95,335
A. Salaries and Wages				
1. Professional (FTE)	25,325 (1)		--	
2. Paraprofessional (FTE)	16,066 (1)		33,887 (2)	
3. Clerical (FTE)	16,838 (2)		46,448 (4)	
4. Other (Students)	--		10,000	
B. Benefits (22% of A)	--		--	
II. Library Materials		--		--
III. Equipment		2,500		17,430
A. Photocopy Services	--		9,000	
B. Telephone & Tolls	2,500		3,500	
C. Computer Terminal Lease (4)	--		4,930	
IV. Contractual Services		--		11,785
A. United Parcel Service	--		4,785	
B. Database Services	--		7,000	
V. Free Photocopy Service (Postage & Copy Costs)		12,400		--
VI. Other Costs		2,525		11,550
A. Postage	2,000		8,025	
B. Supplies	525		2,525	
C. Misc. (Travel etc.)	--		400	
TOTAL COSTS		$75,653		$135,500

1982 Grant: $73,248
1981 Carryover: $ 2,405*
Total Grant Revenue: $75,653

*Estimated pending audit

RUTGERS
THE STATE UNIVERSITY
OF NEW JERSEY

NETWORK SERVICES UNIT • RUTGERS UNIVERSITY LIBRARIES • P.O. BOX 212 • NEW BRUNSWICK • NEW JERSEY 08903

To: Public and College Libraries
Non-profit Institutions

January 1982

From: Joseph C. Scorza
Librarian for Network Services
Network Services Unit
Rutgers University Libraries

Re: Free Photocopy Services provided by Document Delivery Services

Due to continued budgetary limitations imparted by an 72% grant funding level for 1982, we are forced to continue a quota on the number of free photocopies we can supply to any single library/institution during the 1982 calendar year. Although we are reluctant to restrict in any way the quality or quantity of services we provide, we have no choice but to attempt to distribute our services in as equitable a way as is possible under the circumstances. Fully understanding that each of you may be under similar budgetary constraints, we sincerely hope that this service cutback will be of short duration, and that we may all return to fully funded operations in 1983.

The most recent policies with regard to the photocopy quota system are provided below. Understanding these guidelines will save both time and money for each of us. Any general questions you might have concerning quotas established or to be established by this or by the other three Research Library Centers should be addressed to Mr. Robert Drescher at the New Jersey State Library. I will be pleased to discuss any specific questions you might have concerning the policies of the Network Services Unit (formerly Research Information Services).

The Document Delivery Services Photocopy Quota System

A. All non-profit libraries/institutions in New Jersey are eligible for free photocopy service through the Document Delivery Services offices of the Rutgers Libraries. This service is partially subsidized through the New Jersey State Library and the New Jersey Library Network.

B. There is no quota at this time on the number of book loans provided through Document Delivery Services. Quotas apply only to the provision of photocopies.

C. All non-profit libraries/institutions in New Jersey are automatically under a quota, and any charges incurred for services provided in excess of the quota are the responsibility of the requesting library/institution.

D. The Internal Revenue Service's Cumulative List of Organizations is the definitive authority in establishing non-profit status.

E. Only requests placed by mail are eligible for free service or the reduced rates applicable to requests in excess of the quota. Requests placed by telephone or picked up in person will incur charges for rush service at the same rates as established for profit-making organizations.

F. The quota limits for each library/institution are as follows:

1. All public libraries and the 8 New Jersey State Colleges will receive up to 10 free requests per month.

2. All other non-profit institutions will receive up to 5 free requests per month.

G. Only filled requests are counted against the quota.

H. The date that Document Delivery Services stamps on the request form returned to each library/institution with the photocopy should be used in determining the dates for the monthly tally.

I. No carryover is permitted for the unused portion of the monthly quota.

J. Each library/institution is responsible for keeping track of the number of requests filled by Document Delivery Services. DDS will not inform users that they have reached their quota.

K. Any individual request requiring in excess of 50 exposures to complete may at our discretion be returned to the requestor for approval of a minimum service fee identical to that charged to profit-making organizations. No charge under this exception will be imposed without your prior notification and acceptance.

L. Requests for which a charge has been imposed will not be considered as part of your quota.

M. Any requests filled over the quota limit will be billed monthly to that library/institution at a flat rate of $3.00 per request filled, regardless of the number of exposures, but subject to the exception as stated in K above.

N. While it is possible for libraries/institutions to convey their requests to Document Delivery Services both directly and indirectly in a variety of manners (as a New Jersey Library Network request, as a Regional Medical Library request, referred by another library, etc.), requests filled will be counted against the same monthly quota. In the case of requests which may potentially be referred to Document Delivery Services, request forms must clearly state that you do not want your request referred to Rutgers, if your quota for the month has already been reached, and you are not willing to pay for the photocopy.

O. The terms and conditions of this quota system may be altered with 30 days notice by Document Delivery Services. Every effort will be made to convey changes in the system in as timely a manner as possible.

METRO
NEW YORK METROPOLITAN REFERENCE AND RESEARCH LIBRARY AGENCY / 209 West 23rd St., New York, N.Y. 10011

... for reference

Newsletter No. 132
March 1983

IN THIS ISSUE

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→ CLEARINGHOUSE Procedure Manual, p. 2
NY Governor's Budget Cuts Libraries and new Onmibus Bill Introduced, p. 1
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OMNIBUS LIBRARY BILL
A.3100/S.2902
INTRODUCED - ACTION NEEDED
See p 9. - for details

ILL CLEARINGHOUSE OPEN MARCH 1

On March 1, the metropolitan region's long - anticipated interlibrary loan CLEARINGHOUSE will be fully operational. This CLEARINGHOUSE will make it possible for libraries to fill more of their users' requests within the region for materials they do not own.

The service becomes operative when a library has completed its usual verification and local interlibrary loan procedures and the request remains unfilled. The request is then sent to the CLEARINGHOUSE for further verification, if necessary, search in a larger array of location tools, and routing of the request to libraries which own the material.

So that all member libraries can immediately begin to take advantage of this expanded service an outline of procedures is printed below.

THE CLEARINGHOUSE FOR METROPOLITAN REGIONAL INTERLIBRARY LOAN

The Metropolitan Regional Interlibrary Loan CLEARINGHOUSE is a new project funded by the regional intersystem pilot project, INTERSHARE. A interlibrary loan clearinghouse was recommended by an appointed task force of METRO, which met through 1981/82, to study patterns of interlibrary loan service in the METRO region. The structure a Clearinghouse was further developed in a consultant's report commissioned by METRO, jointly funded by INTERSHARE, and executed by Gossage Regan Associates in the summer of 1982.

In October METRO issued a request for proposal for operation of the CLEARINGHOUSE. At its December 9 meeting, the METRO Board of Trustees approved the Westchester Library System's proposal in principle, subject to INTERSHARE's decision on funding. (METRO had no funds to provide the service.) On December 14, the INTERSHARE Coordinating Council approved the proposal and funding. INTERSHARE has contracted with the Westchester Library System to provide the services outlined in its proposal from January 1 through June 30, 1983.

On January 1 Westchester Library System began to set up the new CLEARINGHOUSE. Full service will begin on March 1.

An advisory committee, composed of representatives of all constituent groups in the INTERSHARE pilot project and in METRO, has met and discussed the following initial procedures for operation of the CLEARINGHOUSE. A full procedure document will be developed as this committee continues its work, and as activity of the CLEARINGHOUSE gets underway. Until a full, formal procedure and protocol are developed, it is hoped that the following information will assist all METRO libraries and INTERSHARE systems in making use of the CLEARINGHOUSE and its services.

PROCEDURES OF THE CLEARINGHOUSE

I. Location

The Metropolitan Regional Interlibrary Loan CLEARINGHOUSE is administered by the Westchester Library System, and operated out of its Interlibrary Loan/Union Catalog Department. Its mailing address will be:

ILL CLEARINGHOUSE
Westchester Library System
8 Westchester Plaza
Elmsford, N.Y. 10523
tel. (914) 592-8390

II. Management

Director of the CLEARINGHOUSE is Ellen Parravano; Assistant Project Manager is Teresa Fox.

For REFERENCE is the official newsletter of the New York Metropolitan Reference and Research Library Agency (METRO), 209 West 23rd Street, New York, N.Y. 10011. (212) 243-0505.

President, Kenneth F. Duchac; Vice-President, David Lane; Secretary, Donald Fink; Treasurer, Elizabeth Miller-Kummerfeld; Executive Director, Joan Neumann.

III. Scope.

The CLEARINGHOUSE is established with the primary goal of serving as a last resort for interlibrary loan requests coming from INTERSHARE systems and METRO libraries. It is expected that all libraries currently using a cooperative group of libraries or an established online service (such as the OCLC ILL Sub-system) will continue to use these sources as their primary interlibrary loan contacts. It is hoped that this CLEARINGHOUSE will be able to assist in maximizing use of regional resources, by serving as final resort within the region for ILL information and referral. This process meets the criteria of the NYSILL system in requiring all libraries to clear ILL requests in their respective regions prior to requesting from NYSILL.

IV. Services.

The CLEARINGHOUSE will provide the following services:
Requesting libraries should specify which services they are requesting on ILL forms submitted to the CLEARINGHOUSE.

1. Bibliographic verification of monograph & serial requests.

   It is expected that all libraries submitting requests to the CLEARINGHOUSE will do as much as they can to verify requests in standard bibliographic sources before submitting them. Any institution with access to a union catalog or online bibliographic data base will attempt to search those sources before sending requests to the CLEARINGHOUSE. At minimum, it is expected that Books in Print will be checked, to verify correct title and spelling of author's names. All bibliographic sources checked should be noted on the request.

   The CLEARINGHOUSE will have access to OCLC, MILCS, RLIN and Lockheed Dialog databases, as well as to the National Union Catalog and a of bibliographic tools to assist in verification. The resources of METRO CARES will also be used if the requesting library has not already done so.

2. Location information.

   For those libraries which wish to send patrons to use materials on-site or effect direct interlibrary loan transactions, a list of possible locations will be provided.

3. Routing within the region.

   The CLEARINGHOUSE will route requests to a maximum of two libraries owning materials, initiating interlibrary loan transactions on behalf of requesting libraries.

4. NYSILL transmission

   If requests are not located in the region, they can be referred to the New York State Interlibrary Loan System (NYSILL). For those libraries in the region with no previously established contact with NYSILL transmission site, the CLEARINGHOUSE will undertake teletype transmission into the NYSILL network.

Those libraries which have NYSILL transmission sites or which have longstanding arrangements with NYSILL transmission sites such as the CUNY libraries, will continue to use these transmission sites after their requests have been searched in the region by the CLEARINGHOUSE. Those libraries who have used NYPL and BPL as their transmission sites through INTERSHARE arrangements will now use the CLEARINGHOUSE as their NYSILL transmission site.

V. Operation.

The CLEARINGHOUSE will begin service to METRO and INTERSHARE systems libraries on March 1, 1983.

Principles of the regional agreement on interlibrary loan, which was signed by all participants of the INTERSHARE pilot project will be adhered to.

A. Requesting

1. The CLEARINGHOUSE can be contacted in the following ways:

   a. Mail, using a standard A.L.A. interlibrary loan form

   b. Teletype, at (914) 592-2006

   c. For information about operation of the Clearinghouse, by telephone at (914) 592-8390.

   Future expansion of the CLEARINGHOUSE will include communication of requests using electronic mail and on-line services such as OCLC subsystem.

2. The CLEARINGHOUSE will search all in-coming requests, and expects to provide locations and referral within twenty-four hours.

3. Insofar as possible, referrals of interlibrary loan requests will be made in a close geographic range to the site of the original request. This will expedite the delivery of materials to requesting libraries. To minimize the interlibrary loan burden placed on the large private libraries in the region, referrals will be made in this following order:

   1. Smaller tax-supported libraries
   2. Larger tax-supported libraries
   3. Smaller privately-supported libraries
   4. Larger privately-supported libraries
   5. NYSILL

4. The METRO CARES office will be working with the CLEARINGHOUSE to assist with difficult bibliographic verifications. That service will continue to function as a regional resource for assistance with difficult reference questions and specialized bibliographic questions.

B. Lending:

All libraries participating will process requests as soon as possible within 4 working days of receipt.

1. Communication with lending libraries will take place in a variety of ways according to the libraries' choice:

b)Teletype - the CLEARINGHOUSE will transmit requests by teletype to libraries which have the facility and which have requested contact through teletype. Times of day for transmission to these sites will be established.

c)Telephone - libraries which prefer to receive requests by telephone will have an established time of day to receive requests from the CLEARINGHOUSE.

2. Routing. The CLEARINGHOUSE will route requests to a maximum of two locations. Depending on the method of communicating, lending libraries will respond in the following ways:

a) Mail - ALA ILL form sent via U.S. mail
If a library is able to lend, the material will be sent directly to the requesting library and a report will be returned via U.S. mail to the CLEARINGHOUSE. If the first library to which the request is routed is unable to lend, it will note this on the ILL request form and send the request via U.S. mail to the second source library. The second library will return its report to the CLEARINGHOUSE.

b) Teletype & telephone.
Libraries receiving requests from the CLEARINGHOUSE by teletype and telephone will respond to the CLEARINGHOUSE with their reports by the same means. Since these libraries will have no ALA ILL form to forward to a second source, this will be done by the CLEARINGHOUSE directly.

3. Delivery. Materials will be delivered using the INTERSHARE delivery system whenever possible. Interlibrary loan request forms should be sent through the U.S. mail rather than through the INTERSHARE delivery system.

4. Reports. A lending library will keep one copy of the ALA form or whatever record it has of received requests, return one copy to the CLEARINGHOUSE as its report that it is lending, and include one copy with the material being sent to the requesting library.

VI. Documentation

The regional CLEARINGHOUSE, in cooperation with its advisory committee will produce a regional procedure manual for interlibrary loan. The CLEARINGHOUSE will document all of its activities with appropriate statistics.

VII. Limitations .

1. Until total volume of loan requests can be established, a 5 requests-per-day limit will be set for any participating library. It is hoped that level of demand can be guaged within the first month of operation, and that this limit can be adjusted to maximize service to all participants. Similarly no participant will be asked by the CLEARINGHOUSE for more than 5 loans per day.

2. Restrictions on lending or use of materials will be outlined in the METRO directory of member libraries, and will be respected by CLEARINGHOUSE participants. (The new Directory is in production)

3. The CLEARINGHOUSE will expedite the handling of requests and will attempt to route them within twenty-four hours of receipt. It is impossible to guarantee a time limit on actual delivery of materials requested. It is anticipated that all libraries will cooperate in filling requests as soon as received, but delays are impossible to anticipate.

4. The responsibility of the CLEARINGHOUSE for a given request ends at the time confirmation of a loan is received. If the borrowing library wishes to negotiate overdue fines, renewals, non-receipt or any other special problems pertaining to the actual loan of the item, this must be done directly with the lending library.

5. At the present time, the CLEARINGHOUSE will be unable to access the NYSILL referral libraries in the METRO region directly. Access to collections at these libraries will continue to be through the NYSILL transmission process as specified above (IV. 4.)

METROPOLITAN NEW YORK REGIONAL INTERSYSTEM LOAN AGREEMENT

This code is a voluntary agreement adopted by all library systems in the region to facilitate intersystem lending among libraries in the metropolitan New York region. Policies and Procedures common to the systems in the region are included in the general statement.

INTRODUCTION

Interlibrary loan service is essential to the vitality of libraries of all types and sizes as a means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. This code is intended to make intersystem loan policies among those libraries adopting it as liberal and as easy to apply as possible. Interlibrary loan should serve as an adjunct to, not a substitute for, collection development.

When resources within the region have been exhausted, loan request to more distant libraries would then conform to the provisions of the "National Interlibrary Loan Code, 1980."

I. DEFINITION

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request. An intersystem loan is an interlibrary loan transaction between systems.

II. PURPOSE

The purpose of interlibrary loan as defined in this code is to obtain library material not available in the local library or system.

III. SCOPE

Under th: terms of this agreement, it is permissible to request on inter-system loan materials and photocopies as indicated on the attached chart. Expansion to other formats may be possible as coopertion develops.

IV. RESPONSIBILITIES OF BORROWING LIBRARIES

A. Each should provide the resources to meet the ordinary needs and interests of its primary clientele. Material requested from another library under this code should generally be limited to those items that do not conform to the library's collection development policy or for which there is no recurring demand.

B. Borrowing libraries should make every effort to exhaust their own resources before resorting to interlibray loans.

C. The interlibrary loan staff of each library should be familiar with, and use ALA and Regional Intersystem Loan forms and procedures.

D. each library should inform its users of the purpose of interlibrary loan and of the library's interlibrary borrowing policy. Any member of the borrowing library's clientele should be eligible for interlibrary loan.

E. the borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines, and should inform its users of the aplicable portions of the law. An indication of compliance must be provided with all copy request.

F. Requested material must be described as completely and accurately as possible following accepted bibliographic practice. Recommended bibliographic sources are MILCS, OCLC, LOCATOR service, and other bibliographic tools.

G. Intersystem requests should be channeled through the local system's ILL offic. Between systems, if location is known, request is made directly. If location is unknown, further searching can be done through the local public library system.

H. Standard interlibrary loan formats should be used for all requests, regardless of the means of transmission.

I. The safety of borrowed materials is the responsibility of the borrowing library from the time the material leaves the lending library until it is received by the lending library. The borrowing library is responsible for packaging the material so as to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all costs of repair or replacement, in accordance with the preferences of the lending library.

J. The borrowing library and its users must comply with the conditions of loan established by the lending library. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with the copyright law ans no damage to the original volume will result.

K. The borrowing library should encourage library users to travel to other libraries for on-site access to material when extensive use of a collection is required or the nature of the material requires special handling. Use of METRO courtesy card and LOCATOR service is recommended. The borrowing library should assist the user in making the necessary arrangements.

V. RESPONSIBILITIES OF LENDING LIBRARIES

A. The decision to loan material is at the discretion of the lending library. Each library and system is encouraged, however, to interpret as generously as possible its own lending plicy with due consideration to the interests of its primary clientele.

B. This statement of intersystem loan policy should be made available upon request and will be on file in the state library.

C. the lending library should process requests promptly. Conditions of loan shold be stated clearly and material should be packaged carefully. The lending library should notify the borrowing library when unable to fill a request, stating the reason for not filling the request.

D. A lending library is responsible for informing any borrowing library of its apparent failure to follow the provisions of this code.

VI. EXPENSES

A. The borrowing library should be prepared to assume any costs charged by the lending library and should attempt to anticipate charges and authorize them on the initial request.

(See attached chart)

B. If the charges are more than nominal and not authorized by the borrowing library, the lending library should inform the requesting library and ask for authorization to proceed.

VII. DURATION OF LOAN

A. The duration of loan, unless otherwise specified by the lending library, is the period of tiem the item may remain with the borrowing library disregarding the time spent in transit. (See attached chart)

B. Interlibrary loan material should be returned promptly.

C. No renewals will be granted.

D. All material on loan is subject to immediate recall, and the borrowing libry should comply promptly.

VIII. VIOLATION OF CODE

Each library is responsible for maintaining the provisions of this code in good faith.

State of Ohio

Inter-University Library Council

September 1, 1981

DIRECT BORROWING AGREEMENT

1. Purpose

To provide the opportunity to all faculty and graduate students of participating institutions for direct borrowing of materials from the libraries covered by this agreement. Individuals will go to the respective campuses, select their books, transact a loan, and return the materials within the specified loan period. Return of the materials to the lending library is the sole responsibility of the individual borrower. This agreement applies to only those central libraries and branches specified on the signature sheet.

2. Eligibility

All persons holding academic rank or status in a member institution (teaching faculty, research faculty, librarians, etc.), and all students having graduate status in one of the institutions.

3. Identification

All persons who wish to participate in this program must obtain a special identification card signed by the Director of Libraries of their institution. The lending institution will process the loan transaction using this card or by issuing its own borrowers card.

4. Liaison

Each library should designate a position to act as the liaison for the program. The person in this position will serve as the initial contact if questions or problems develop.

5. Materials Available for Loan

Each library should make available to all borrowers a copy of the lending policies, overdue and lost book replacement charges, and a brief description of materials not available for loan.

6. Loan Period

Each library will determine its loan period for this program. Generally, the loan period should be that given to undergraduate borrowers at the lending library.

7. Recall of Materials

Materials needed by the lending institution for one of its users will be recalled by telephone or mail. Borrowers in this agreement are expected to respond immediately to such a recall by returning the materials personally or by mail.

8. Overdue Fines and Other Charges

Borrowing materials under the provision of this agreement is a privilege, not a right. Fines for overdue books, assessments for failure to respond to recall notices, and charges for lost or unreturned books will follow the practices of the lending library.

9. Problems

Borrowers who fail to honor the provisions of this agreement should be reported to both the lending library as well as their home library. Such persons will be denied borrowing privileges under this agreement until all outstanding loans and charges are settled. The borrowers' home institution accepts responsibility for the replacement of all lost materials.

10. Annual Review

The directors will review the program at the spring meeting each year. Each institution should be prepared to provide the number of cards issued, an estimate of the number of transactions, and a list of users who have created problems.

11. Cards

A special identification card will be of a distinct color, wallet size, and have a statement of the principal elements of this agreement. The face of the card will give the borrower's name, school, department, home address, home telephone number, and signature of the dean or director of the home library. Cards issued for one year.

12. Date of Agreement

Effective January 1, 1982

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SAMPLE CARD

FACE

Inter-University Library Council
Identification Card

Name_____ ☐ Faculty ☐ Graduate Student

Dept._____

School_____ Office Phone_____

Home Address_____ Home Phone_____

Soc.Sec. No._____

_____ Expiration Date

_____ Dean or Director

VERSO

University of Akron
Bowling Green University
Central State University
University of Cincinnati
Cleveland State University
Kent State University
Miami University
Ohio State University
Ohio University
University of Toledo
Wright State University
Youngstown State University

Agreement

1. Faculty and graduate students
2. Materials must be returned to lending library
3. Each library establishes the loan period, fines, and other charges
4. Materials recalled must be returned immediately
5. The borrower is responsible for all fines and charges
6. Borrowers recognize that this agreement is a privilege.

_____
Signature of Borrower

Card Dimensions: 2¾" x 3½"

New York State Library
State University of New York at Albany
Resource Sharing Agreement
December 31, 1981

This agreement establishes a program of resource sharing and coordinated collection development between the State University of New York at Albany, University Libraries and the New York State Library.

As two major research collections in the Capital District these two libraries have, for many years, enjoyed parallel and independent development of their collections. In recent years both libraries have experienced reduced buying power for acquisitions and increased user demands. Both libraries must seek new ways to meet patron needs.

The New York State Library and the University Libraries agree initially to share collections. The draft American Library Association *Guidelines for Resource Sharing and Coordinated Collection Development* (June 1980) state that cooperative collection development and management is premised on easy access and delivery in a time frame rapid enough to have no serious or detrimental effect on the work of institutional users. While this agreement focuses on access and delivery, other cooperative arrangements, such as coordinated acquisitions, or shared reference also will be developed.

I. Bibliographic Access

Both institutions have online catalogs. Neither file is comprehensive, as all holdings are not reflected in either catalog (for example, not all federal and state documents are included). Both files have author-title access, but not subject access. Despite these limitations, a great many monographic and serial titles can be quickly verified. The University Libraries online catalog also has circulation information so that users know whether or not they can expect to find a title on the shelf.

A. The University Libraries and the New York State Library will provide access to each other's online catalog and necessary operating instructions. Library technical staffs will recommend whether access should be dial-up or direct wire.

The terminals will be housed in the interlibrary loan section of each library. Interlibrary loan staff of the two libraries will train each other in terminal operation.

B. Reference librarians will have access to these terminals so that timely, accurate referrals can be made for either on-site or interlibrary loan use.

C. The libraries agree to make available to each other at cost their paper or microform catalogs (for example serials, documents and monographic subject lists).

II. Use of Materials

In all instances faculty, staff, and students will be encouraged to use their "home" library prior to using the other library. If it is determined by reference librarians, interlibrary loan staff, or patron use of holdings lists, that material sought is not in their "home" library but available in the other library, the patron may visit the other library to use the materials on-site, or may borrow materials in the following manner:

A. Interlibrary Loan

Whenever possible access to collections shall be accomplished through interlibrary loan mechanisms. Requests will be transmitted between the University Libraries and the New York State Library using the New York State Interlibrary Loan Network teletype.

In subject areas where cooperative collection development arrangements have been established the libraries will use each other as library of first resort. Rapid delivery of materials will be by Capital District Library Council courier, a delivery system which already exists between the University Libraries and the New York State Library and is capable of handling a larger flow of materials between the two institutions.

B. Direct Borrowing

When patron need for materials is too urgent to wait for interlibrary loan

delivery, the patron may go to either library to borrow directly. At present State University of New York faculty and staff may, as state employees, borrow materials directly from the New York State Library. In order to acquire a New York State Library borrowers' card the faculty or staff member must present a University identification card and one other form of identification at the New York State Library circulation desk.

Direct borrowing is limited to State University of New York at Albany faculty and staff. Students will be referred to the University Libraries inter-library loan unit to borrow materials from the New York State Library. Students may use materials on-site at the New York State Library.

New York State Library borrowers, like State University borrowers, will be encouraged by library staff to use the State Library and their agency libraries before traveling to University Libraries for direct on-site borrowing.

New York State Library circulation staff will issue courtesy cards to New York State Library registered borrowers to permit them to borrow directly from University Libraries.

Arrangements will be made by circulation staff to deal with delinquent borrowers. Once informed that a borrower is delinquent, the "home" library will aid the lending library by requesting return of library materials and suspending the patron's borrowing privileges at the home library until materials are returned. The lending library will also suspend borrowing privileges for that individual until the matter is satisfactorily resolved. Specific written arrangements and procedures for direct, on-site borrowing will be developed jointly by the appropriate staff in each library.

III. Coordinated Collection Development

While this improved access to both collections is being instituted, the chief collection development officers of both institutions will examine the collection development policies

of both libraries and identify subject areas where the libraries can and will agree to rely on each others collections. Initially the emphasis will be on periodical and serial titles in the agreed upon subject areas.

As an example, both libraries collect in library and information science at a high collecting level: University Libraries at the intensive level and the New York State Library at the research level. Perhaps, since the University has a school of Library and Information Science, the University Libraries could continue to collect at the intensive level in this area and the New York State Library could reduce its collecting to the support or basic level. Business is a subject area where the University Libraries collects more comprehensively than New York State Library. Conversely, the New York State Library has an extremely strong law collection and the State University of New York at Albany has no law school. Perhaps the University Libraries could reduce its collecting level for law materials.

To carry this concept one step further, in areas where collecting is minimal at the University Libraries (for example, in medicine), the University libraries need not acquire titles requested for faculty research, knowing that New York State Library holdings in this subject area are strong. The request could be forwarded to the New York State Library for purchase. Conversely, the New York State Library need not purchase specifically requested advanced mathematical or statistics titles, but would rely on their acquisition by The University Libraries.

Coordinated collection development agreements will be negotiated. During the period the access system is being tested, collection development staff will identify subject areas for discussion and propose appropriate collecting levels. Then approvals to proceed can be obtained at each institution for those subject areas identified. Pilot subject areas should be monitored for an agreed-upon period before further agreements are negotiated.

Information regarding negotiated sharing resource arrangements will be added to the collection development policies of both libraries.

IV. Funding

The Libraries will implement without delay the portions of this agreement for which new funds are not required. To assist in fuller implementation of bibliographic access and use of materials, a joint proposal for funding will be developed by the Directors of the libraries. Included in the request will be funds for:

1. purchase of additional terminals and printers
2. cost for lines, connection and labor for making the terminals or dial-up access
3. training staff in use of terminals
4. purchase of multiple copies of holding lists of materials not adequately reflected in the online catalogs.

At a later date other joint proposals should be developed to fund such special purchases as large collections or very expensive reference or microfilm sets.

V. Implementation

This agreement will be implemented in accordance with the following projected schedule:

Terminals are exchanged and staff trained in their operation and interpretation of the bibliographic data	By March 31, 1982
Circulation procedures developed	By March 31, 1982
Access system is tested	Through August 1982
Collection Development Officers identify pilot subject areas and recommend adjustments in collecting levels	April - June 1982
Operation of access system evaluated and recommendations for changes made	Sept. - Dec. 1982
Coordinated collection development evaluated in pilot areas	June 1983

Further resource sharing areas identified and shared implemented

July - December 1983

for the University Libraries, State University of New York at Albany

for the New York State Library, State Education Department

December 31, 1981

12/31/81

UNIVERSITY OF WASHINGTON LIBRARIES
SEATTLE, WASHINGTON 98195

Office of the Director

June 3, 1982

Dear Library Director:

On July 1, 1982, the University of Washington Libraries will assume certain services previously provided to the libraries by the Pacific Northwest Bibliographic Center. These functions are being merged with existing interlibrary services within the Libraries, and will result in a restructuring of this activity.

All services to other libraries will be carried on by a new unit called RESOURCE SHARING PROGRAM. It will be headed during the reorganization phase by Bill DeJohn, currently director of the Pacific Northwest Bibliographic Center. All requests to the University of Washington Libraries for interlibrary services should be addressed to:

Resource Sharing Program
University of Washington Libraries FM-25
University of Washington
Seattle, Washington 98195 Tel: (206) 543-1878

The borrowing services of the University of Washington Libraries will be carried on by the INTERLIBRARY BORROWING SERVICE, headed by Ruth Kirk, currently head of interlibrary Loan Services for the Libraries. All communication related to the borrowing activity of the Libraries should be addressed to:

Interlibrary Borrowing Service
University of Washington Libraries FM-25
University of Washington
Seattle, Washington 98195 Tel: (206) 543-1899

The reorganization, coupled with the current financial difficulties of higher education, makes it necessary to establish charges for interlibrary services. The accompanying sheets outline the policies, procedures, and rate structure for the Libraries' supplying and borrowing services. Please address specific questions to the units described above.

We solicit your understanding and cooperation for this new venture.

Sincerely yours,

Merle N. Boylan
Director of Libraries

MNB/vj
Attachment

UNIVERSITY OF WASHINGTON LIBRARIES

INTERLIBRARY LENDING POLICY

Address:

Resource Sharing Program
University of Washington Libraries FM-25
University of Washington
Seattle, Washington 98195

NUC Code: WaU
OCLC Code: WAU
Ontyme-II Code: UWLRSP
Telephone: (206) 543-1878
TWX: 910-444-1644

BOOKS
- Will lend, except for: Reference materials, most rare books (incl. Pacific NW Coll.), most books in Undergraduate Library
- Length of loan - 2 weeks' use
- Renewals - usually

PERIODICALS
- Will not lend most journals
- Xerox sent automatically up to 20 exposures
- May lend if article exceeds 50 pages, subject to our discretion

MASTERS THESES
- Lends all masters theses
- Length of loan - 2 weeks
- If purchase is desired, microfilm or xerox copy may be obtained from library

DOCTORAL DISSERTATIONS
- Lends all doctoral dissertations
- Length of loan - 2 weeks
- If purchase is desired, microfilm or xerox may be obtained from Library for those written before 1952; after 1952, from University Microfilms

NEWSPAPERS
- Lends if in microform - limit of 3 reels at a time

GOVERNMENT DOCUMENTS
- Lends selectively at our discretion, including documents in microform

MICROFORMS
- Films - will lend positive films
- Print or cards - will lend selectively
- Fiche - copy service available for fiche as fiche or as full-size copy

MICROFILM SERVICE
- Request cost estimate on specific orders

HOLIDAY SUSPENSION
- None

Interlibrary loan requests may be sent by mail, Electronic Mail, TWX, OCLC, or by telephone in emergencies.

Borrowing fees are charged on a reciprocal basis to those libraries adopting such fees.

We expect that requests to national and research libraries or requests beyond networks and consortia will be made only after local, state, and regional sources have been exhausted.

University of Washington Libraries

UNIVERSITY OF WASHINGTON LIBRARIES

RESOURCE SHARING PROGRAM

Effective July 1, 1982, the University of Washington Libraries will establish service charges for interlibrary loan transactions. Those charges may be paid by deposit accounts, coupons, or cash. Deposit accounts are encouraged. Coupons are available for purchase. Requests for interlibrary loans, photocopies, deposit accounts, and coupons should be addressed to:

Resource Sharing Program
University of Washington Libraries FM-25
University of Washington
Seattle, Washington 98195

INTERLIBRARY LOAN SERVICE CHARGES

Loans: $6.00 basic charge

Provide up to 4 volumes of a title, or 3 reels of microfilm.

Photocopies: supplied in conformance with the Copyright Law, 1976.

Charges include: Photoduplication: (1-20 pages). $5.00 minimum charge.
15¢ per page in excess of 20 pages.

Microfiche: (1-5 microfiche). $3.00 minimum charge.
25¢ per fiche in excess of 5 microfiche.

Microfilm and other forms of reproduction: estimates on request.

Basic service: A check of all University of Washington catalogs and records. If clarification of a citation is needed, the search will be limited to checking the requestor's source of verification, plus OCLC and WLN databases.

Unverified or incomplete citations: Extensive bibliographic searching will be undertaken for an additional charge of $3.00, and must be authorized in advance.

CONDITIONS

1. If the University of Washington Libraries does not own the requested item and is not a documented location for it, a charge of $3.00 will be charged for processing the request.
2. If the University of Washington Libraries owns the item and is a documented location for it but cannot supply it, no charge will be made.
3. Those libraries which charge the University of Washington Libraries for interlibrary loans will be charged according to their schedule of fees.

PAYMENT

Interlibrary Loans - Coupons or a check must accompany the request, or the deposit account number noted.

Photocopies - Invoices will be mailed with completed photocopy orders, unless a deposit account number is noted.

Requests sent by TWX, EMS, or the OCLC-ILL subsystem must specify how payment is to be made.

SERVICE EXPECTATIONS

Normal service: In-house turn-around time of 3 to 5 working days for non-problem requests.

Rush service: 1-to-3 days turn-around time for an additional charge of $10.00 per transaction.

INTERLIBRARY BORROWING SERVICE

All communications concerning the University of Washington Libraries' requests to borrow materials from other libraries should be addressed to:

Interlibrary Borrowing Service
University of Washington Libraries FM-25
University of Washington
Seattle, Washington 98195 Tel: (206) 543-1899

The University of Washington Libraries will supply coupon(s) for each request sent to another library, except where reciprocal non-charge agreements are in effect.

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UNIVERSITY OF WASHINGTON LIBRARIES

WASHINGTON STATE ONLY

RESOURCE SHARING PROGRAM

Effective July 1, 1982, the University of Washington Libraries will establish a resource sharing program that includes as basic services: location information; loans and photocopy delivery; and bibliographic verification, plus specialized services as needed. Unfortunately, it is necessary to initiate service charges for these services on the same date.

SERVICE CHARGES

The service charges are based on a three-tier structure. Thus, requestors are charged for the minimum level of work required to fulfill a request.

Charges may be paid by deposit account, coupons, or cash. Deposit accounts are encouraged. Coupons are available for purchase.

A 3-to-5 day in-house turn-around time is the objective in handling Level 1 or Level 2 service requests.

It is assumed that all requests are for Level 1 or Level 2 service unless a specific level of service is requested.

Clarification of incomplete or poorly cited requests is beyond the scope of the Level 1 and 2 services. Unless Level 3 is specifically authorized for this type of request, the request will be handled only at Level 1 or Level 2 as appropriate.

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LEVEL 1 - DOCUMENT DELIVERY

Loans $4.00

Provide up to 4 volumes of a title, or 3 reels of microfilm.

Photocopies - supplied in conformance with the Copyright Law, 1976.

Charges include: Photoduplication: (1-20 pages). $4.00 minimum charge 15¢ per page in excess of 20 pages.

Microfiche: (1-5 microfiche). $3.00 minimum charge 25¢ per fiche in excess of 5 microfiche.

Microfilm and other forms of reproduction: estimates on request.

NOTE: If the UW Libraries does not own the requested item and it is not a documented location for it, a charge of $3.00 will be charged for processing the request. Alternate locations will be supplied.

If the UW Libraries owns the item or is a documented location for it but cannot supply it, no charge will be made unless locations are provided through Level 2 service.

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LEVEL 2 - LOCATIONS $3.00

Provide location information only using bibliographic tools such as the WaU catalogs and records, PNBC Union Catalog, PNBC and WaU completed requests files, OCLC or WLN. Charges are for work performed, not locations found.

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LEVEL 3 - BIBLIOGRAPHIC VERIFICATION $6.50

The Libraries must be authorized in advance to perform this level of service. Otherwise, the request will be returned after the Level 1 or Level 2 search is completed.

Provide verification and full advanced searching of standard and specialized indexes and catalogs held by the University of Washington Libraries. Materials, location information, or report of search process will be provided. Turn-around time will depend upon the complexity of the request.

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RUSH SERVICE

An additional charge is made for RUSH SERVICE at all levels as follows:

Same-day report back - charge for appropriate service level, plus $10.00

Two-day report back - charge for appropriate service level, plus $5.00

Rush requests should have a specific deadline date by which the material is needed/acceptable.

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ADDRESS

Resource Sharing Program
University of Washington Libraries
Seattle, Washington 98195

NUC Code:	WaU
OCLC Code:	WAU
Ontyme-II Code:	UWLRSP
Telephone:	(206) 543-1878
TWX:	910-444-1644

RESOURCE SHARING POLICY

BOOKS
Will lend, except for: Reference materials, most rare books (incl. Pacific NW Coll.), most books in Undergraduate Library
Length of loan - 2 weeks' use
Renewals - usually

PERIODICALS
Will not lend most journals
Xerox sent automatically up to 20 exposures
May lend if article exceeds 50 pages, subject to our discretion

MASTERS THESES
Lends all masters theses
Length of loan - 2 weeks
If purchase is desired, microfilm or xerox copy may be obtained from Libraries

DOCTORAL DISSERTATIONS
Lends all doctoral dissertations
Length of loan - 2 weeks
If purchase is desired, microfilm or xerox copy may be obtained from Libraries for those written before 1952; after 1952, from University Microfilms.

NEWSPAPERS
Lends if in microform - limit of 3 reels at a time

GOVERNMENT DOCUMENTS
Lends selectively at our discretion, including documents in microform

MICROFORMS
Films - will lend positive films
Print or cards - will lend selectively
Fiche - copy service available for fiche as fiche or as full-size copy

MICROFILM SERVICE
Request cost estimate on specific orders

BILLING POLICY
Invoiced with material. Monthly invoicing available. Deposit accounts encouraged.

HOLIDAY SUSPENSION
None

Interlibrary loan requests may be sent by mail; by TWX, Electronic Mail, or OCLC; or by telephone in emergencies.

Borrowing fees are charged on a reciprocal basis to those libraries adopting such fees.

We expect that requests to national and research libraries or requests beyond networks and consortia will be made only after local, state, and regional sources have been exhausted.

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UNIVERSITY OF WASHINGTON LIBRARIES
Seattle, Washington 98195
Telephone: 206-543-1760

RESOURCE SHARING PROGRAM

PROCEDURES FOR USING THE RESOURCE SHARING PROGRAM OF THE UNIVERSITY OF WASHINGTON LIBRARIES

I. Submission of requests

Requests may be submitted:
by mail or courier on A.L.A. approved interlibrary loan forms
by OCLC ILL subsystem
by electronic mail using approved format
by TWX using approved format
by telephone when material is needed within a short period of time

II. Levels of requests

Level 1 - provision of photocopy in conformance with the Copyright Law, 1976 or loan of item from the University of Washington Libraries.

Level 2 - search for locations using bibliographic tools such as the WaU catalogs and records, PNBC Union Catalog, PNBC and WaU completed requests files, OCLC or WLN.

Level 3 - complete search.

III. Indicating level of search desired when request is submitted.

IF NO LEVEL IS INDICATED ON THE REQUEST, it will be assumed that the requesting library wants first to obtain the material from the University of Washington Libraries. If the material is not available, it will be assumed the requesting library wants to obtain locations. If no locations are found with a Level 2 search, no further searching will be done. Charges would be incurred at the level at which the request is completed. If material is loaned/copied, a Level 1 charge applies; if a Level 2 search is done, a Level 2 charge applied.

IF "LEVEL 1 ONLY" IS INDICATED ON THE REQUEST, it is assumed that the library wants only to obtain the material from the University of Washington Libraries. If the material is not available, no further searching will be done. A report will be made to the requesting library.

IF "LEVEL 2 ONLY" IS INDICATED ON THE REQUEST, it is assumed that the library does NOT want to obtain the material from the University of Washington Libraries. A search for locations only will be done. If locations are found, they will be reported to the library. If no locations are found with the Level 2 search, no further searching will be done. A report will be returned to the library.

Continued....

UNIVERSITY OF WASHINGTON LIBRARIES
Seattle, Washington 98195
Telephone: 206-543-1878

RESOURCE SHARING PROGRAM

PROCEDURES FOR ACCOUNTS RECEIVING MONTHLY INVOICES

The library wishing this type of account should:

- -notify the Resource Sharing Program in writing that this is the account type desired.
- -provide the name of the person to whom invoices and activity statements should be sent. This should be a single person. At this time the RSP cannot supply separate mailings of invoice statements and activity statements.
- -include a full address and a telephone number.
- -include any purchase order number or other reference number which needs to appear on the invoice.
- -if the name of the person to whom the invoices are to be sent is not the librarian, provide the name and telephone number of the librarian.

The Resource Sharing Program will:

- -issue monthly invoices for the account reflecting current activity.
- -provide a monthly statement reflecting payments and any other account activity.
- -provide a monthly request activity report if desired.

Payment:

- -make checks payable to the University of Washington.
- -send checks to:
  RESOURCE SHARING PROGRAM
  University of Washington Libraries FM-25
  Seattle, WA 98195
  in order to insure proper credit for your account.
- -invoices are payable upon receipt.

If you have any questions about procedures for accounts receiving monthly invoices, contact Leslie Zwingenberg, Bookkeeper, or Janice Thomas, Resource Sharing Librarian.

University of Washington Libraries

UNIVERSITY OF WASHINGTON LIBRARIES
Seattle, Washington 98195
Telephone: 206-543-1760

RESOURCE SHARING PROGRAM

PROCEDURES FOR SETTING UP DEPOSIT ACCOUNTS WITH THE RESOURCE SHARING PROGRAM

FISCAL 1982/83

Depositor should:

Make check payable to the University of Washington.
Send check to:
Resource Sharing Program
University of Washington Libraries, FM-25
Seattle, WA 98195

Include name and title of contact person, full address and the telephone number of the contact. If the contact person is not the librarian, please also include the name and phone number of the librarian.

The RESOURCE SHARING PROGRAM, on receipt of the check, will open an account for the depositor.

The RESOURCE SHARING PROGRAM will also:
Provide a monthly statement of account activity.
Provide a monthly statement of request activity if desired.
Notify the depositor when the deposit amount is getting low.

The library using a deposit account should be aware of the fee structure being used by the RESOURCE SHARING PROGRAM. Level of search desired should be indicated on each request. Be sure to read carefully the PROCEDURES FOR SUBMITTING REQUESTS TO THE RESOURCE SHARING PROGRAM.

If you have any questions about establishing an account, or about future matters related to the account, contact either Leslie Zwingenberg, Bookkeeper, or Janice Thomas, Resource Sharing Librarian. Phone number: (206) 543-1878.

University of Washington Libraries

UNIVERSITY OF WASHINGTON LIBRARIES
Seattle, Washington 98195
Telephone: 206-543-1878

RESOURCE SHARING PROGRAM

PROCEDURES FOR USING TRANSACTION CODES ON REQUESTS (OPTIONAL)

MONTHLY ACTIVITY STATEMENTS

Monthly activity statements for libraries will have the capability of listing each completed request by a transaction number or patron's name which you have clearly marked as a control code on your requests.

Since the RSP will not be retaining copies of request forms and worksheets for your requests, this control code will be an important feature in helping you to identify requests that will appear on the monthly activity printout.

Any numeric, alphabetic or alphanumeric sequence of numbers consisting of no more than eight (8) characters is acceptable for our record keeping processes.

Several examples for usage might be:

The first 8 characters of the patron's name
e.g. Johnston

A patron's name and number combination for multiple requests
e.g. Johnst 1; Johnst 2; Johnst 3

A numeric sequence for the month
e.g. 07-15-8 (The 8th request submitted on July 15th)

A straight numeric sequence for the year
e.g. 101; 102; 103, etc.

How you associate your control number with the rest of your internal records may be a determining factor on what system you choose, but whatever alphnumeric code you designate as your transaction code, we will use.

Remember:

1. Mark transaction code clearly on your request. Place the code in a centered position at the top of your request form. (Any search level designation should be placed to the right of the transaction code at the top of your request form.)

2. Transaction code must be eight (8), or fewer, numeric, alphabetic or alphanumeric characters.

3. Completed transactions on the monthly activity sheet will be listed by the transaction code that you have assigned.

If you have any questions concerning this procedure, please contact Ralph Teague, Resource Sharing Librarian.

SELECTED READINGS ON INTERLIBRARY LOAN AND RESOURCE SHARING

Battin, Patricia. "Research Libraries in the Network Environment: the Case for Cooperation," Journal of Academic Librarianship 6 (May, 1980) 68-73.

Boucher, Virginia. Interlibrary Loan Practices. Chicago, American Library Association. To be published in 1983.

Linsley, Laurie S. "Academic Libraries in an Interlibrary Loan Network," College and Research Libraries 43 (July, 1982) 292-299.

Nitecki, Danuta A. "Impact of an Online Circulation System on Interlibrary Services." Special Libraries 73 (1982) 6-11.

_____. "Online Interlibrary Services: An Informal Comparison of Five Systems." RQ 21 (1981) 7-14.

Russell, D.C. "Interlibrary Loan in a Network Environment: the Good and the Bad News." Special Libraries 73 (1982) 21-26.

U.S. Library of Congress. Network Development Office. Document Delivery--Background Papers Commissioned by the Network Advisory Committee. Network Planning Paper no. 7. Washington D.C., 1982.